Hosted IP Telephony

MITEL IP PHONE USER REFERENCE GUIDE
Release 4.0

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UniVoIP Hosted IP Telephony – Mitel IP Phone User Reference Guide
Release 4.0
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Introduction

This document is provided as a reference guide for the use and configuration of your Mitel® 5212 IP Phone, Mitel 5020 IP Phone, Mitel 5220 IP Phone, Mitel 5224 IP phone, Mitel 5340 IP phone, and Telematrix 3000 phone and the phone system features. The document has two main sections:

1. "Using the phone system" on page 4 provides information on
   - The phones and their features
   - Making and answering calls
   - Using the phones' features
2. "Personalizing phone usage via the web" on page 87 provides information on customizing your phone based on your personal preference. Information includes how to
   - Set up your call coverage
   - Program your memory keys
   - Change your PIN
   - Record your name announcement for the auto attendant
   - View your personal information

Customizations are performed using a web interface.

Note: The information in this document is also accessible online in the web interface by selecting the **Help** button at the top or bottom of any page. Context-sensitive help is available by selecting the icon on any page.

Setting your language

If your system has been set up for multiple languages, you can set the language for your access to the web interface as well as the phone's LCD display.

Setting your language for the web interface

To set your language for the web interface, you need four things: (1) your extension, (2) your PIN, (3) the Login URL, and (4) access to the Internet using Internet Explorer 6.0 or later or Firefox 1.5.0.4 or later. These are all available from your administrator.

You first need to determine the Language Selection URL. Your administrator will provide you with a Login URL. The Login URL should be of the form:

https://<Name or IP Address>/webadmin/login/<YourCompany>

Replace the bold part with "select_language" to create the Select Language URL:

https://<Name or IP Address>/webadmin/**select_language**/company

For example, if your Login URL is:

https://78.1.2.3/webadmin/login/MyCompany

then the Select Language URL will be

https://78.1.2.3/webadmin/select_language/MyCompany

To change your language for the web interface, follow these steps:

1. Start your web browser.
2. Enter the Select Language URL you determined above.
3. Choose your language by selecting the appropriate button.
4. Bookmark this page and use it for all future logins to the system.
5. Type your User ID (your extension).
6. Type your PIN.
7. Select the Login button. The Home page should be displayed.

Setting your language for the phone text

To change your language for the phone text, follow these steps:

1. After logging in to the web interface, select My Personal Details in the Navigation pane. The Personal Details page is displayed with your personal details in the Information pane.
2. Select your language from the pull down list in the Language for Phone field.
3. Select the Save button to save the information.

Language for Voice Mail

If you have a voice mail box, the language used for the voice mail box will be the same as the language that was originally set (by your Administrator when creating your extension) in the "Language for Phone" field. Modifying the field does not change the voice mail language. If you wish to change the language for your voice mail box, contact your service provider.

What's new in Release 4.0

The following document summarizes the changes between Release 3.1 and Release 4.0 of Mitel® 3600 Hosted Key System (3600 HKS).

- **Mitel 5340 IP phone**—The new 5340 IP phone is a fully-supported MiNET phone in the 3600 HKS system with the same features and capabilities as the existing Mitel 5224 IP phone and with display, memory key, softkey, and fixed key enhancements.
- **Teleworking support for nomadic users**—With the configured permissions from a telco administrator, users can create a unique site (Dynamic Site Support) with an IP connection to the service provider. A PC reference client monitors any IP address change from which a new site can be created.
- **Emergency routing override**—On a per-DID basis, a user can set an override to route calls to a PSTN, a mobile, or an alternative extension.
- **Tenant administrator recording of name announcements**—Tenant administrators can record the auto attendant name announcement on behalf of the phone end user.
- **Monitor keys in key profiles**—Users can now add Monitor Call and Monitor Phone options to a phone key profile.

Using the phone system

This section explains your phone features and how to use them after they have been enabled through the web interface.

The Mitel 5340 IP phone provides support for all the user functionality. It also includes Memory key label LCD display. The setup and operation of this phone is described in ““Using Mitel 5340 IP phones” on page 5.

The Mitel 5020 IP phone and the Mitel 5020/5220 IP phone have the same functionality. The Mitel 5224 IP Phone has similar functionality with different feature keys. The setup and operation of these phones are described in “Using the Mitel 5020/5220/5224 IP phone” on page 26.

The Mitel 5212 IP Phone has a smaller set of memory and feature keys than the others. This phone’s setup and operation are described in “Using the Mitel 5212 IP Phone” on page 52.

The Telematrix 3000 phone has similar functionality but without the LCD display. This phone's setup and operation are described in “Using the Telematrix 3000 phone” on page 71.

A Mitel 5310 conference unit can also be connected to a Mitel 5224 IP phone to provide optimal hands-free sound quality. See “Mitel 5224 IP Phone” on page 26.

Using Mitel 5340 IP phones

This section describes the Mitel 5340 IP phones. To set up your new phone service, see “Initial setup for 5340 phone service” on page 6. For a description of your phone, see “Mitel 5340 IP phone” on page 5. Other topics covered in this section are: “Answering a call on the 5340 phone” on page 7, “Making a call on the 5340 phone” on page 8, “Using features via the 5340 phone” on page 9, “Volume control on the 5340 phone” on page 25, and “Voice mail on the 5340 phone” on page “Volume control on the 5340 phone” on page 25.

Mitel 5340 IP phone

The Mitel 5340 IP phone has the following features:

Handsfree speakerphone

- Date/Time Display
- 2-line 20-character backlit Information Area Display
- 3 pages of 16 (total 48) multi-function memory keys with color LEDs
- Memory key label LCD display
- 6 Fixed function keys
- Mute and Speaker keys
- Message Waiting Lamp
- Dedicated headset jack
- Wall mountable

Figure 1: Mitel 5340 IP Phone

The Information Area Display shows information about the current telephone call (such as name and number).

There are six softkeys (the three on the right are currently not used). The meaning of each softkey is displayed directly beside the key.

There are three pages of 16 memory keys. The icons at the bottom of the phone indicate which page is current. The page navigation buttons can be used to switch pages. The memory key labels are also displayed beside each one.

Initial setup for 5340 phone service

To set up your new phone service, follow these steps:

1. Activate your phone. See “Activating a 5340 phone” on page 6.
2. Perform a Quick Set-up. See “Quick set-up” on page 89.

Activating a 5340 phone

To activate a phone you need (1) an extension, (2) a phone, and (3) a PIN. The administrator can provide you with an extension and an initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Plug the phone into the network.
3. Plug the computer into the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.

   Note: If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Wait for the Information Display Area to show "Logged Out" (this may take 30 seconds or more).
6. Press the **ACTIVATE** softkey.
   The Information Display Area will prompt you for your "Extension:"
7. Enter your extension.
8. If you have login/logout privileges, the Information Display Area will prompt you for your "PIN:"
   Enter your PIN, then press the **ENTER** softkey.
9. If you do not have login/logout privileges, the Information Area Display will show your extension
   Press the **YES** softkey.

You have now successfully activated the phone, and can make calls.

See “Quick set-up” on page 89 for information about initial settings you should configure through the web interface.

Answering a call on the 5340 phone

When an incoming call is received on a phone, several things happen: (1) the phone rings, (2) a Line Appearance flashes, and (3) the Information Area Display shows the phone number of the caller and, if known, the name of the caller.

You can answer an incoming call by picking up the handset, pressing the flashing Line Appearance key, pressing the **ANSWER** softkey, or by pressing the key.

Because the Mitel 5340 IP phone has multiple pages of programmable memory keys, it is possible that the call could appear on a Line Appearance key located on a different page from the one being displayed. In this case, you can still answer the call by picking up the handset, pressing the ANSWER softkey, or by pressing the key.

You can pull back a call that has been answered by a twinned target phone by pressing the corresponding Line Appearance key. See “Twinned calls on the 5340 phone” on page 24

Using the 5340 handset

To answer your phone using the handset, follow these steps:

1. Lift the handset.

Note: If you choose to ignore the incoming call and select a different line appearance, the line appearance continues to flash but the phone stops ringing.

To end a call while using the speakerphone, choose one of the following:

- Press the END softkey.
- Press the handset.

Using the 5340 speakerphone

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press the key.
2. Replace the handset.

To end a call while using the speakerphone, choose one of the following:

1. Press the END softkey.
2. Press the key.

Switch from speakerphone to handset on the 5340 phone

To switch from the speakerphone to the handset during a call, pick up the handset.

To end the call while using the handset, choose one of the following:

- Press the END softkey.
- Replace the handset.

Answering a second call on the 5340 phone

A second incoming call causes three things to happen: (1) the phone rings once, (2) a line appearance flashes, and (3) the Information Area Display shows the number and name of the caller, if known. If the name of the caller is unknown, either the phone number or "Unknown Caller" is displayed.

To answer a second call, choose one of the following:

- Press the flashing Line Appearance key. This puts the active call on hold and answers the second call.
- End the first call by replacing the handset. The phone will start ringing. Pick up the handset again to answer the second call.

To switch between two active calls, press the flashing Line Appearance key. This puts the active call on hold, and activates the other call.

Note: If the display shows)) prior to the number calling, this indicates that it is a second call.

Answering a call group call on the 5340 phone

When an incoming call to a call group is received on a phone, the second line of the Information Display Area shows the name of the group that was called. The first line continues to display the number and name of the caller, if known.

```
321: Robin Jones
For: Sales Group
```

You can answer an incoming call group call by using the handset or the speakerphone.

Making a call on the 5340 phone

To make a call, follow these steps:

1. Lift the handset. This will select the next available Line Appearance. You can also start dialing the number without lifting the handset. This will automatically select the next available Line Appearance and operate in speakerphone mode.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

When you finish dialing the number the call is placed. If you place an internal call, the Information Area Display shows the extension and name of the connected party once the call is answered. If you place an external call, the Information Area Display shows the name of the connected party, or if the name is unknown, the phone number.

3. To end the call, choose one of the following:
   - Press the **END** softkey.
   - Replace the handset.

Note: To use the speakerphone for step 1, press an available **Line Appearance** key or the key instead of lifting the handset.

4. To end the call before you have completed dialing, choose one of the following:
   - Replace the handset if using the handset.
   - Select the key if using the speakerphone.
   - Press the **END** softkey.

Making a second call on the 5340 phone

To make a second call while on an active call, follow these steps:

1. Press any available **Line Appearance** key. This puts the active call on hold, and provides dial tone for a second call.
2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.
3. When you finish dialing the number the call is placed.
4. If you place an internal call, the Information Area Display shows the extension and name of the connected party once the call is answered. If you place an external call, the Information Area Display shows the name of the connected party, or if the name is unknown, just the phone number.
5. To switch between two active calls, press the flashing **Line Appearance** key. This puts the active call on hold, and activates the other call.

Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance** key.

Using features via the 5340 phone

This section explains the features available from your phone. Some of these features must be pre-programmed in order to be available. To learn how to program features to keys see “Program memory keys” on page 93.

3-way call on the 5340 phone

Using 3-Way Call, you can set up a phone call among three separate parties.

To activate 3-Way Call, follow these steps:

1. While on an active call, press the **CONF** softkey. This places the first call on hold, and selects an available Line Appearance. The Information Area Display prompts you to enter who to "Conf with:"
2. Enter the phone number of the third party.
3. The system dials the number and displays a "Calling" message along with the caller ID.
4. When the third party answers the call, the Information Area Display updates with the caller ID.
5. Press the **CONF** softkey again. The 3-Way Call is now activated.

Notes:
Until the **CONF** softkey is pressed a second time, the first party will remain on hold and you can talk with the second party privately.
By putting a 3-Way Call on hold, the other parties can continue talking.
You can use the key instead of the **CONF** softkey. When using this key you must press twice to activate a 3-way call or you will initiate a transfer instead.
If you want the option to leave the conference and leave the two parties connected (when both parties are external), you must have the permission Redirect Inbound Call to External Number enabled.
Once the 3-Way Call is established, you can use the transfer feature to transfer both parties to another party.

Joining two calls on the 5340 phone

The 3-way call feature allows you to conference together two calls on your phone's Line appearances. To activate a 3-way call in these circumstances, follow these steps:

1. While on an active call, press the **CONF** softkey.
2. Select the Line Appearance of the person on hold that is to be connected.
3. Press the **CONF** softkey again. The 3-Way Call is now activated.

Account codes on the 5340 phone

Users can enter account codes against incoming and outgoing calls to associate those calls with a particular client or account. Once entered, account codes are logged in the call records kept by your service provider and can be provided to you on request. Your administrator can enable and disable the Account Code feature for your business and specify the minimum and maximum valid account code length.

Note: To use the Account Code feature, a user must have a memory key programmed with the Account Code feature or be using a phone key profile that has been programmed with the Account Code feature.

Account code entry on the 5340 phone

Account codes can be entered against incoming and outgoing calls to associate those calls with a particular client or account. Account code entry is accepted before a call is placed or during a call.

To enter an account code before you place a call, follow these steps:

1. Select the **Account Code** key.
2. Enter the account number using the phone keypad.
3. Press the **CALL** softkey to start your call. The next available line appearance is selected, dialtone is heard and your phone display updates.
4. Proceed with making your call.

To enter an account code during a call, follow these steps:

1. Select the **Account Code** key.
2. Enter the account number using the phone keypad. You hear a tone as you press the phone keys, but the person on the other end does not. The Information Area Display shows the account code entered.
3. Press the **ENTER** softkey when you have finished entering the account code.

Notes:
You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
To cancel the account code entry, press the **QUIT** softkey.
If you enter an account code with an invalid length, the Information Area Display briefly shows "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.
You cannot assign an account code to a call once it has been completed.

Account code speed entry on the 5340 phone

Account code entry is accepted before a call is placed or during a call. To use this feature, it must be enabled for your business and you must have a memory key programmed with **Account Code** and a pre-programmed account code. See “Program memory keys” on page 93.

To enter a pre-programmed account code before you place a call, follow these steps:

1. Select the **Account Code** key. The Information Area Display briefly shows the account code that has been pre-programmed.
2. The next available line appearance is selected, dialtone is heard and your phone display updates.
3. Proceed with making your call.

To enter a pre-programmed account code during a call, follow these steps:

1. Select the **Account Code** key. The Information Area Display briefly shows the account code that has been pre-programmed.

Notes:
You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
To cancel account code entry before the call is placed, replace the handset (or, if using the speakerphone, press the key). Account code speed entry during a call cannot be cancelled.
If the pre-programmed account code has an invalid length, the phone LCD briefly displays "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.
You cannot assign an account code to a call once it has been completed.

Call Lists on the 5340 phone

Call list on the 5340 phone

Call list keeps a list of the calls that you make and receive. The call list is accessible from your phone. You can redial any calls that you made from the call list. See “Redial on the 5340 phone” on page 13. You may be able to dial a number from your incoming call list if it is supported by your service provider.

To view the list of incoming calls received, follow these steps:

1. Press the **CALLS** softkey on your phone. If you have programmed one of your programmable keys as **Incoming Calls List**, you can press this key instead.
   The caller's name of the most recent call that you received is displayed. If the name of the caller is not known, the number will be displayed.
2. Use the keys to navigate the list.
3. Press the **TIME** softkey if you wish to display the time and date of the call.
4. Press the **NUMBER** softkey if you wish to display the number of the caller.
5. Press the **NAME** softkey if you wish to display the name of the caller again. If the name is not known, this option is not available.
6. Press the **QUIT** softkey to exit from the call list.

To call a number from your incoming calls list (only available if dialing from the incoming call list is supported by your Service Provider):

1. Press the CALLS softkey on your phone (or the Incoming Calls List programmed key). The caller's name of the most recent call that you received is displayed.
2. Use the keys to navigate the list.
3. Press the **DIAL** softkey to make a call to the displayed number.
   The next available Line Appearance is selected and the system will attempt to dial the displayed number by prefixing it with the appropriate digits for external dialing (usually "9" or "91" depending on configuration). If the number can be dialed as such, you will hear ringing once the call has been placed. If the number cannot be dialed as such, the call will fail and you will have to dial the number manually remembering to include the proper prefix digits.

Notes:
The position of the call in the call list is displayed in front of the phone number.
The ***** symbol beside the position of the call means that the call was not answered.
***CALLS** means that there has been at least one unanswered call since the last time you viewed the list of calls you received.

Redial on the 5340 phone

Using Redial you can view a list of calls that were made and also redial a number in that list without using the keypad. The maximum amount of numbers in your redial list is typically ten but is dependant on your service provider.

To use Redial, follow these steps:

1. Press the REDIAL softkey or the key.
   The number that you most recently dialed is displayed.
2. Use the keys to navigate the list (if required).
3. Press the **TIME** softkey if you wish to display the time and date of the call.
4. Press the **NUMBER** softkey if you wish to display the number dialed.
5. Once the required number is displayed, press the **DIAL** softkey to make the call. The next available Line Appearance is selected and you will hear ringing once the number has been dialed.

Notes:
The * symbol beside the position number means that the call was not answered.
The position of the call in the call list is displayed in front of the phone number.
Press the **QUIT** softkey or the key to exit from the call list .

Company speed dial on the 5340 phone

Using Company Speed Dial, you can call a number from the External Directory by pressing a single memory key on your phone. To use this feature, you must have a phone key programmed with **Company Speed Dial**. See “Program memory keys” on page 93.

To make a call using the company speed dial, choose one of the following:

- Press the **Company Speed Dial** key for the number you want to call. The system will select the next available Line Appearance for you and activate the speakerphone.
- Activate the speakerphone and press the **Company Speed Dial** key.
- Select an available **Line Appearance**. This will activate the speakerphone. Press the **Company Speed Dial** key
- Lift the handset and press the **Company Speed Dial** key for the number you want to call.

Directory on the 5340 phone

Using the Directory, you can view the Internal Directory on your phone's LCD screen and make calls.

You can access the directory with the phone on-hook or off-hook. To view the directory, follow these steps:

1. Press the **MENU** softkey.
   The phone displays the menu options.
2. Press the **DIR** softkey.
   The system displays the first name in the directory on the first line of the Information Area Display.
3. Use one of the following options to locate the person that you would like to call:
   - Press the number on the keypad for the appropriate first letter of the person's last name. For example, press "**5**" twice for "**K**".
   - Scroll down or up, using the keys to find the name you want.
4. Once the correct name is displayed, press the **DIAL** softkey.

Forwarding your 5340 phone

Using the forwarding features, you can forward your phone by following the procedures described in the following sections:

- “Forwarding your 5340 phone to auto attendant” on page 14
- “Forwarding your 5340 phone to co-worker” on page 14
- “Forwarding your 5340 phone to coverage” on page 15
- “Forwarding your 5340 phone to number” on page 15
- “Forwarding your 5340 phone to prompt” on page 15.

Forwarding your 5340 phone to auto attendant

Using Forward to Auto Attendant, you can send all incoming calls to a selected auto attendant. Press the **Forward to AA** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Auto Attendant**. See “Program memory keys” on page 93.

Note: Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to the auto attendant.

Forwarding your 5340 phone to co-worker

Using Forward to Co-worker, you can send all incoming calls to a selected co-worker. Press the **Forward to Co-worker** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Co-worker**. See “Program memory keys” on page 93.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to your co-worker.

Forwarding your 5340 phone to coverage

Using Forward to Coverage, you can send all incoming calls to the option you selected from My Call Coverage. Press the **Forward to Coverage** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Coverage**. See “Program memory keys” on page 93.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to coverage.

Forwarding your 5340 phone to number

Using Forward to Number, you can send all incoming calls to a preset phone number. Press the **Forward to Number** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Number**. See “Program memory keys” on page 93.

Note: If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See “Permissions“ on page “Permissions” on page 91 for instructions on how to view your call permissions.
If you have this feature turned on when you log out of your phone all your calls will be forwarded to the number defined.

Forwarding your 5340 phone to prompt

Using Forward to Prompt, you can send all incoming calls to a phone number that you have entered via your phone. The LED on the programmed key indicates when the phone is being forwarded.

To forward to prompt, follow these steps:

1. Press the **Forward to Prompt** key on your phone. The system will ask you to enter a phone number.
2. Enter the phone number on the phone keypad.
3. Press the **ENTER** softkey.

To change the phone number for the forward to prompt, repeat the above three steps.

To turn forward to prompt off, follow these steps:

1. Press the Forward to Prompt key.
2. Press the **FWDOFF** softkey.

Notes:
To use this feature, you must have a key programmed with Forward to Prompt. See “Program memory keys” on page 93.
The system stores internal extensions, therefore you do not need to press the ENTER softkey.
If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See “Permissions” on page 91 for instructions on how to view your call permissions.
If you have this feature turned on when you log out of your phone all your calls will be forwarded to the prompt defined.

Handsfree answerback on the 5340 phone

Using **Handsfree answerback**, you can have intercom calls automatically answered so that you have a two-way speech connection. See “Intercom to co-worker on the 5340 phone” on page 17.

Press the **Handsfree answerback** key to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the **Handsfree answerback** feature is turned on.

To be able to activate and deactivate this feature with a key, you must have a key programmed with **Handsfree answerback**. See “Program memory keys” on page 93.

You can also enable the feature without a key by checking the box for Handsfree Answerback on your Personal Details page (see “Change user details” on page 90).

Hold on the 5340 phone

Using Hold, you can put an active call on hold, and make other calls. The LED of the **Line Appearance** key flashes to indicate the call is on hold.

To place a call on hold, follow these steps:

1. While on an active call, press the key.
2. The indicator light next to the active **Line Appearance** changes from green to red and flashes slowly.
3. To remove the call from hold, press the **Line Appearance** key.

Intercom calls on the 5340 phone

Using the intercom features, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone.

Intercom to co-worker on the 5340 phone

Using Intercom to Co-worker, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone. Pick up the handset or select a **Line Appearance** key, then press the **Intercom to Co-worker** key to start the page to your co-worker. If you press the Intercom to Co-worker key with no line active, the next available line appearance key will automatically be selected. Note that if your phone is active on a call or in a ringing state, you must select an available line appearance key before pressing the **Intercom to Co-worker** key.

If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. (See “Handsfree answerback on the 5340 phone” on page 16)

To use this feature, you must have a key programmed with **Intercom to Co-worker.** See “Program memory keys” on page 93.

Intercom to prompt on the 5340 phone

Using Intercom to Prompt, you can make a page to any co-worker whose number you enter on the phone.

To make a call with Intercom to prompt, follow these steps:

1. Press the **Intercom to Prompt** key on your phone. The system will ask you to enter a phone number.

   If your phone is already active on a call or ringing, you need to press an available **Line Appearance** key or put the current call on hold before you can use the **Intercom to Prompt** feature.

2. Enter the phone number of your co-worker on the phone keypad.

You will then be connected to your co-worker and you can speak through their speaker. If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. (See “Handsfree answerback on the 5340 phone” on page 16).

To use this feature, you must have a key programmed with **Intercom to Prompt**. See “Program memory keys” on page 93.

Internal 5340 phone settings

To configure internal 5340 phone settings (such as display brightness and contrast), select the key and follow the prompts.

Join/Leave group on the 5340 phone

Using the Join/Leave Group feature you can join a Broadcast, Hunt or Rollover call group of which you are a member, using your phone. Only the phones of members who are joined in the group will ring when the call group is called. See “Call groups” on page 102. Press the **Join/Leave Group** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when you are logged into the call group.

To use this feature, you must have a key programmed with **Join/Leave Group**. See “Program memory keys” on page 93.

Line Appearance key on the 5340 phone

Line Appearance keys are required in order to receive incoming calls and to make outgoing calls. The LED on the programmed key indicates the status of the Line Appearance.

- Key is unlit - the Line Appearance is available for an incoming or outgoing call.
- Key is flashing green with a ring tone - an incoming call is available to be answered.
- Key is flashing red without a ring tone - a call is on hold.
- Key is solid - a call is active. If this is green, then a call is active. If this is red, then a twinned call is active on the twinned target phone.

When you have multiple Line Appearance keys, they are ordered from bottom to top, right to left. An incoming call will appear on the first available Line Appearance key.

Your phone will normally have two or three pre-programmed Line Appearances. To be able to handle more simultaneous calls, you must program additional keys with **Line Appearance**. See “Program memory keys” on page 93.

Note: You can only program Line Appearance keys on page one of the three progammable pages.

Login on the 5340 phone

Using Login, you can enter your extension into any phone and take ownership of that phone. By doing this, you can direct all incoming calls for your extension to that phone. You must have the appropriate privileges to log out of a phone.

You can only log in to an unassigned phone (a phone without a user logged in). If a phone has a user logged in, you can log the user out by following the procedure described in Logout on the 5340 phone. An unassigned phone displays "Logged Out".

To log in to a phone, follow these steps:

1. Press the **ACTIVATE** softkey on an unassigned phone (a phone without a user logged in)
   The system prompts you to enter an extension.
2. Enter your extension.
   The system prompts you to enter your PIN.

3. Enter your PIN. Press the # key or the **ENTER** softkey once you have finished entering your PIN.
   The system verifies that the PIN is valid and then it logs you into the phone.

Notes:
If you log in while you are logged in to another phone, the system will log you out of the original phone.
You cannot log in or out, or activate a phone, while the phone is on an active call.
If you are not logged into a phone, all calls to your extension will go directly to call coverage.
If you have not been assigned the privileges required to log out of your phone you will not be prompted for a PIN when you log in.
You will not be prompted for a PIN when you log in to a phone with a location extension.

Logout on the 5340 phone

To log out of a phone, follow these steps when your phone has no calls connected:

1. Press the **MENU** softkey.
2. Press the **LOGOUT** softkey. The phone displays a confirmation message.
3. Press the **YES** softkey to proceed. The phone will display the message "Logout successful", confirming that you are logged out of the phone and the system. Incoming calls will be forwarded to Call Coverage. The phone returns to a logged out/unassigned idle state.

Notes:
If your phone has been locked you cannot log out of the phone. The **LOGOUT** softkey is not be displayed on your phone. Contact your system administrator for assistance.
You cannot log in or out, or activate a phone, while the phone is on an active call.
You can use the key instead of the **QUIT** softkey.
After you have logged out of the phone, callers to your extension will be directed to your call coverage target. If no call coverage target is set, the phone will ring until the caller hangs up.
If the primary member of a Monitor Group logs out of the phone, calls to the Monitor Group will still ring any secondary phones and will redirect to the primary member's call coverage target after the configured number of rings.
For more information about Monitor Groups, see “Monitor call on the 5340 phone” on page 20.
If a logged out phone has twinning configured, the twinning target phone will ring and the call will be redirected to the logged-out phone's call coverage target after the configured number of rings.

Monitor groups on the 5340 phone

Using the Monitor Groups feature, your calls can be monitored and answered by other users or you can have your phone monitored for activity. To enable the Monitor feature, contact your administrator and provide a list of users that you would like to have monitor your calls or phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part.

If you requested to have your calls monitored, calls to one or more of your Line Appearances will automatically ring on your Monitor group member phones provided that they have configured the appropriate number of **Monitor Call** or **Monitor Call Silent** keys on their phone.

When a member of your Monitor group has answered one of your calls, the Line Appearance on your phone will still indicate the state of the call.

- A flashing key without a ring tone indicates that the call is on hold.
- A lit key indicates that the Line Appearance is in use.

If you requested to have your phone monitored, when your phone is in use the group members phones will show a lit LED against the **Monitor Phone** key they have configured on their phone.

Notes:
If you are part of a Monitor Group, you can put a call on hold and either the primary group member or other phones in the group can pick up the call.
Your call coverage still applies when you are in a monitor group.
A Monitor Phone key also acts a speed dial to the monitored extension.
Monitor Groups is only applicable to users who are using Mitel IP phones.

Monitor call on the 5340 phone

Using the Monitor Call or Monitor Call Silent feature, you can monitor and pick up calls occurring on another user's phone. To use this feature,

- You must be a member of a Monitor group. A Monitor group defines the user that is being monitored (primary group member) and which users can monitor calls for the primary group member (secondary group members). Only the administrator can add a Monitor group or change the members of an existing Monitor group.
- You must have the same number of phone keys programmed with **Monitor Call** or **Monitor Call Silent** as the number of simultaneous calls that you want to monitor on the primary group member's phone. The maximum number of simultaneous calls that you can monitor for one Monitor Primary equals the number of Line Appearances that the Monitor Primary has programmed on their phone.

For example, if you have one **Monitor Call/Monitor Call Silent** key programmed for a Monitor Primary, you will only be able to monitor one incoming or outgoing call at a time. If you have two **Monitor Call/Monitor Call Silent** keys programmed for a Monitor Primary, you will be able to monitor two incoming or outgoing calls at a time and so on. There is no direct correspondence between a **Monitor Call/Monitor Call Silent** key and a Line Appearance key on the Monitor Primary's phone. The Line Appearance that the first call occurs on (not necessarily the first Line Appearance) will be monitored by the first **Monitor Call/Monitor Call Silent** key, the Line Appearance that the second call occurs on (not necessarily the second line appearance) will be monitored by the second **Monitor Call/Monitor Call Silent** key and so on. See “Program memory keys” on page 93.

The **Monitor Call/Monitor Call Silent** key indicates the state of the Line Appearance on the primary group member's phone that is being monitored. The only difference between **Monitor**

Call and **Monitor Call Silent** is that your phone will not ring to indicate an incoming call to the Primary member. For example:

- A flashing **Monitor Call** key with a ring tone indicates an incoming call to the Line Appearance.
- A flashing **Monitor Call** key without a ring tone indicates that the call is on hold.
- A flashing **Monitor Call Silent** key without a ring tone indicates an incoming call to the Line Appearance or that the call is on hold.
- A lit **Monitor Call/Monitor Call Silent** key indicates that the Line Appearance is in use.

To answer a call occurring on the primary group member's phone, follow these steps:

1. When the Monitor Call/Monitor Call Silent key is flashing, lift the handset.
2. Press the Monitor Call/Monitor Call Silent key.

or

1. Press the Monitor Call/Monitor Call Silent key to answer the call in speaker mode.

Note: By putting a call on hold, either the primary group member or other Monitor phones can pick up the call.

Monitor phone on the 5340 phone

Using the Monitor Phone feature, your phone can be monitored by other users. To enable the Monitor Phone feature, contact your administrator and provide a list of users that you would like to have monitor your phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part. When you are using your phone, members of your call group will be able to see that the phone is in use provided that they have programmed a memory key to view activity on your phone.

When you use your phone a member of your Monitor group will see the LED of the memory key that they have programmed to monitor your phone light up.

Mute on the 5340 phone

Using Mute, you can silence any sound from the phone. This does not prevent incoming sound from being heard. Press the key during a call to activate Mute. The LED on the key indicates when Mute is active.

One touch speed dial on the 5340 phone

Using One Touch Speed Dial, you can make a call to a pre-programmed number. To use this feature, a programmable key must be programmed as a **One Touch Speed Dial**. See “Program memory keys” on page 93.

To use One Touch Speed Dial, choose one of the following:

- Lift the handset and press the **One Touch Speed Dial** key.
- Press an available **Line Appearance** key, to activate the speakerphone, and then press the **One Touch Speed Dial** key.
- Press the **One Touch Speed Dial** key. This will select an available Line Appearance and activate the speakerphone.

Page on the 5340 phone

Using Page, you can send a page to all of the phones at your site. The page is broadcast through the speaker of each available phone. To use this feature, you must have a memory key programmed as a Page key. See “Program memory keys” on page 93.

To page all of the phones at your site, follow these steps:

1. Select a memory key programmed with the **Page** feature.
2. Your Information Area Display shows "Calling: Site Page" while the system identifies the available phones at your site.
   When the system is ready for you to begin your page, you will hear an alert tone and the Information Area Display shows the number of phones being paged.
3. Speak into the handset or the speakerphone.
4. To end the page, you have the following options:
   - Replace the handset if using the handset.
   - Select the key.
   - Select the END softkey.

Note: A page will not be broadcast on phones that are busy.
If you select Page while there is already a page in progress, the system will wait until the page in progress is completed before your page is started. Your Information Area Display will show "Calling: Site Page" and you will hear ringing while you are waiting.
On the phones receiving a page, the phone LCD screen displays the name of the user who originated the page and an END softkey. The user receiving the page can stop the page to their phone by selecting the END softkey.

Park and retrieve on the 5340 phone

Using Park and Retrieve, you can put a call on hold at a park location so that it can be retrieved from any other phone at your business. To use this feature, a memory key must be programmed as a **Park/Retrieve** key. See “Program memory keys” on page 93.

To put a call on hold at a park location, follow this step:

1. While on an active call, select a memory key programmed with the **Park/Retrieve** feature.
   The system places the call on hold at a park location.
   The park location is displayed on your Information Area Display.
   You are no longer connected with the caller and your phone returns to the idle state.

To retrieve a parked call, follow these steps:

1. From an idle phone, lift the handset. This will select the next available Line Appearance. Select a memory key programmed with the **Park/Retrieve** feature. The Information Area Display prompts you for the "Park Location:".
2. Enter the required park location using the phone keypad.
   The system connects you with the caller who was on hold at the park location. The Information Area Display shows the caller's name (if known) or number.

Notes:
To cancel the retrieval of the parked call, press the **QUIT** softkey.
If you enter a park location where there is no caller on hold, the Information Area Display will briefly show "No Parked Call".
There are nine park locations available (1 through 9). If all park locations are in use when you try to park a call, the Information Area Display will briefly show "Park Locations Full" and the call will be placed on hold.
If the call is left parked for 30 seconds, the phone of the person who parked the call will beep and the Information Area Display will briefly show "Call parked at: " with the park location number to remind you that a call that you parked has not been retrieved.

Speaker on the 5340 phone

Using Speaker, you can turn the speakerphone on your phone on and off. To use Speaker, press the key.

Transfer call on the 5340 phone

Using Transfer, you can transfer a call from one phone to another. To transfer a call, follow these steps:

1. While on an active call, press the **TRANS** softkey. The system places the call on hold, and the Information Area Display prompts you with the "Transfer To:" message.
2. Enter the extension or phone number of the person to whom you want to transfer the call, or press a **One-Touch Speed Dial** key, or press a **Line Appearance** key that has a call on hold.
3. Press the **TRANSFER** softkey once you hear ringing. You can also press the **TRANSFER** softkey after the additional party has answered. The Information Area Display shows the message "Transfer Complete" for approximately five seconds before returning to an idle state.

If you enter an invalid extension during a transfer, the Information Area Display shows "Invalid Extension". To reconnect with the original caller, follow these steps:

1. Press the **END** softkey.
2. Press the flashing **Line Appearance** key.
3. Try to transfer the call again.

If you choose not to complete the transfer, press the **QUIT** softkey, then press the flashing **Line Appearance** key to retrieve the original call.

Note: You can use the key instead of the **TRANS** or **TRANSFER** softkey.

Transfer to voice mail from the 5340 phone

If your administrator has configured an auto attendant for voice mail deposit, you can transfer a caller directly to a co-worker's voice mail box.

To transfer a call to voice mail, follow these steps:

1. While on an active call, press the key or the **TRANS** softkey. The system places the call on hold, and the Information Area Display prompts you with the "Transfer To:" message.
2. Enter the extension of the auto attendant that your administrator has created for voice mail deposit.
3. Select the auto attendant voice mail deposit option and enter the extension of the co-worker to whom you are transferring.
4. Press the TRANSFER softkey (or the key) to complete the transfer. The Information Area Display shows the message "Transfer Complete" for approximately five seconds before returning to an idle state.

Twinned calls on the 5340 phone

If you have configured your phone to be twinned to another external phone (the twinning target), then incoming calls will simultaneously ring the other phone as well.

If you answer the call on your desk phone, the twinning target phone will stop ringing.

If you answer the call on your twinning target phone, the Line Appearance key on your desk phone will remain lit. To pull back the call to your desk phone, simply press the corresponding Line Appearance key. The call will be disconnected from the twinning target phone and you will be connected on your desk phone.

Note that if neither your desk phone nor the twinning target phone answer an incoming call, your call coverage setting will determine what happens to the call (see “Call Coverage” on page 100). If the other phone has a voice message service associated with it, then your twinning target phone's voice message service may answer the call first. If you want to avoid this situation, then you should ensure that your call coverage is configured to answer calls before the twinning target phone's voice message service.

Voice mail on the 5340 phone

Using the key, you can connect directly to voice mail to retrieve messages or manage voice mail options such as changing your voice mail greeting. The Message Waiting Lamp on the phone will light up if messages are waiting.

If your administrator has created an auto attendant with a voice mail retrieval option and associated it to an external number, you can access your mail box from any phone by dialing the external number and then selecting the voice mail retrieval option. You are prompted for your extension, then connected to your voice mail box.

Volume control on the 5340 phone

Use volume control to change ring volume, handset volume, and speaker volume.

Note: The ring, handset, and speaker volumes return to their default settings if the phone loses power.

Change ring volume on the 5340 phone

To change the ring volume on your phone, follow these steps:

1. From another phone, make a call to your extension.
2. While your phone is ringing, repeatedly press the keys until the ring volume is at the level you want.

Change handset volume on the 5340 phone

To change the volume of the sound you hear through the handset, follow these steps:

1. Lift the handset. You will hear dial tone.
2. Repeatedly press the keys until the volume is at the level you want.
3. Replace the handset.

Change speaker volume on the 5340 phone

To change the volume of the sound you hear through the speaker, follow these steps:

1. Press the key. You will hear dial tone.
2. Repeatedly press the keys until the volume is at the level you want.

Using the Mitel 5020/5220/5224 IP phone

This section describes the Mitel 5020/5220 and 5224 IP phones. To set up your new phone service, see “Initial set-up for phone service” on page “Mitel 5224 IP Phone” on page 26. For a description of your phone, see “Mitel 5224 IP phone” on page “Mitel 5224 IP Phone” on page 26, and Mitel 5020/5220 IP phone” on page 28. Other topics covered in this section are: “Answering a call” on page “Answering a call” on page 30, “Making a call” on page “Making a call” on page 32, “Using features via the phone” on page “Using features via the phone” on page 33, “Using volume control” on page “Using volume control” on page 51, and “Using voice mail” on page “Using voice mail” on page 51.

Mitel 5224 IP Phone

The Mitel 5224 IP Phone has the following features:

- Handsfree speakerphone operation (full duplex)
- Two-line, 20-character backlit display.
- Three context-sensitive softkeys for additional features
- 24 programmable multi-function memory keys with color LEDs
- Six fixed function keys, including Directory, Cancel, Redial, Hold, Transfer/Conference, and Message
- Mute and Speaker keys
- Dedicated headset jack
- Arrow keys for Ringer Volume/Contrast up/down controls and scrolling
- Support for peripherals, such as the Mitel IP Programmable Key Module 12, Mitel IP Programmable Key Module 48, and the Mitel 5310 IP Conference Unit
- Message waiting lamp
- Two-position tilting stand
- Wall mountable

See “Mitel 5224 IP Phone” on page 27 for a detailed diagram of your phone.

Figure 2: Mitel 5224 IP Phone

Mitel 5020/5220 IP Phone

The Mitel 5020/5220 IP phone has the following features:

- Handsfree speakerphone operation (half duplex)
- Two-line, 20-character backlit LCD display.
- Three context-sensitive softkeys for additional features
- 14 programmable multi-function memory keys with color LEDs
- Eight fixed function keys
- Volume/Contrast keys
- Message Waiting Lamp
- Two-position tilting stand
- Wall mountable.

See “Mitel 5020/5220 IP Phone” on page 28 for a detailed diagram of your phone.

Figure 3: Mitel 5020/5220 IP Phone

Initial set-up for phone service

To set up your new phone service, follow these steps:

1. Activate your phone. See “Activating a phone” on page 29.
2. Perform a Quick Set-up through the web interface. See “Quick set-up” on page 89.

Activating a phone

To activate a Mitel phone you need (1) an extension number, (2) a phone, and (3) a PIN. Your administrator can provide you with an extension number and initial PIN.

To activate your phone, follow these steps:

1. Disconnect your computer from the network.
2. Connect the Ethernet cable to your LAN and to the phone port marked by the symbol for 5020 phones and the symbol for the 5220 and 5224 IP phones.
3. Connect the computer to the phone at the port marked PC.
4. Connect one end of the phone power pack into your phone and the other end into a power outlet.

Note: If your network is configured with Power Over Ethernet (POE), the above step is not necessary.

5. Wait for the phone to display the following (this may take 30 seconds or more):

```
Logged Out
ACTIVATE
```

6. Press the **ACTIVATE** softkey.

   The display will show:

```
Extension:
                QUIT
```

7. Enter your extension.
8. If you have login/logout privileges, the display will show:

```
PIN:
ENTER           QUIT
```

   Enter your PIN, then press the **ENTER** softkey.

9. If you do not have login/logout privileges, the display will show

```
Extension: 314
YES           NO
```

   Press the **YES** softkey.

10. The display will show

```
Extension: 314
REDIAL  CALLS   MENU
```

You have now successfully activated the phone, and can make calls.

See “Quick set-up” on page 89 for information about initial settings you should configure through the web interface.

Answering a call

When an incoming call is received on a phone, several things happen: (1) the phone rings, (2) a Line Appearance flashes, and (3) the LCD displays the phone number of the caller and, if known, the name of the caller.

You can answer an incoming call by picking up the handset, pressing the **ANSWER** softkey, or by pressing the **Speaker** key on the 5020/5220 IP phone or the key on the 5224 IP phone.

```
321: Robin Jones
ANSWER
```

You can pull back a call that has been answered by a twinned target phone by pressing the corresponding Line Appearance key. See “Twinned calls” on page 50.

Using the handset

To answer your phone using the handset, follow these steps:

1. Lift the handset.

   You have now answered the call. The LCD displays the caller’s number and name (if known).

```
321: Robin Jones
TRANS   CONF     END
```

Note: If you choose to ignore the incoming call and select a different line appearance, the line appearance continues to flash but the phone stops ringing.

2. To end the call while using the handset, choose one of the following:
   - Press the **END** softkey.
   - Replace the handset.

Using the speakerphone

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press the **Speaker** key on the 5020/5220 IP phone or the key on the 5224 IP phone.
2. Replace the handset.

   To end a call while using the speakerphone, choose one of the following:

   - Press the **END** softkey.
   - Press the **Speaker** key on the 5020/5220 IP phone or the key on the 5224 IP phone.

Switching from speakerphone to handset

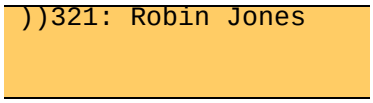
To switch from the speakerphone to the handset during a call, pick up the handset.

To end the call while using the handset, choose one of the following:

- Press the END softkey.
- Replace the handset.

Answering a second call

A second incoming call causes three things to happen: (1) the phone rings once, (2) a line appearance flashes, and (3) the LCD displays the number and name of the caller, if known. If the name of the caller is unknown, either the phone number or “Unknown Caller” is displayed.



To answer a second call, choose one of the following:

- Press the flashing **Line Appearance** key. This puts the active call on hold and answers the second call.
- End the first call by replacing the handset. The phone will start ringing. Pick up the handset again to answer the second call.

To switch between two active calls, press the flashing **Line Appearance** key. This puts the active call on hold, and activates the other call.

Note: If the display shows)) prior to the number calling, this indicates that it is a second call.

Answering a call group call

When an incoming call to a call group is received on a phone, the second line of the phone LCD displays the name of the group that was called. The first line continues to display the number and name of the caller, if known.

To answer an incoming call group call, use the handset or speakerphone.

Making a call

To make a call, follow these steps:

1. Lift the handset. This will select the next available Line Appearance. You can also start dialing the number without lifting the handset. This will automatically select the next available Line Appearance and operate in speakerphone mode.

```
REDIAL  CALLS    DIR
```

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually “9”) followed by the number you want to call.

```
320
```

When you finish dialing, the number the call will be placed.

```
Calling: Robin Jones
                 END
```

If you place an internal call, your LCD displays the extension and name of the connected party once the call is answered. If you place an external call, the LCD displays the name of the connected party, or if the name is unknown, the phone number.

```
320: Robin Jones
TRANS    CONF     END
```

3. To end the call, choose one of the following:
   - Press the **END** softkey.
   - Replace the handset.

Note: To use the speakerphone for step 1, press an available **Line Appearance** key or the **Speaker** key on the 5020/5220 IP phone or the key on the 5224 IP phone instead of lifting the handset.

4. To end a call before you have completed dialing, choose one of the following:
   - Replace the handset if using the handset.
   - Select the **Speaker** key on the 5020/5220 IP phone or the key on the 5224 IP phone.
   - Press the **End** softkey.

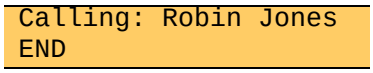
Making a second call

To make a second call, while on an active call, follow these steps:

1. Press any available **Line Appearance** key. This puts the active call on hold, and provides dial tone for a second call.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually “9”) followed by the number you want to call.

3. When you finish dialing the number, the call will be placed.



4. If you place an internal call, your LCD screen displays the extension and name of the connected party once the call is answered. If you place an external call, the LCD displays the name of the connected party, or if the name is unknown, just the phone number.

5. To switch between two active calls, press the flashing **Line Appearance** key. This puts the active call on hold and activates the other call.

   Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance** key.

Using features via the phone

This section explains the features available from your phone. Some of these features must be pre-programmed in order to be available. To learn how to program features to keys, see “Program memory keys” on page 93.

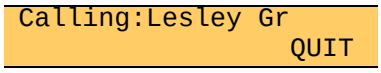
3-way call

Using 3-Way Call, you can set up a phone call among three separate parties.

To activate 3-Way Call, follow these steps:

1. While on an active call, press the **CONF** softkey. This places the first call on hold, and selects an available Line Appearance. The LCD screen displays:

2. Enter the phone number of the third party.
3. The system dials the number and displays a “Calling” message along with the caller ID on the first line of the LCD screen.



4. When the third party answers the call, the LCD will show that a connection is established.

5. Press the **CONF** softkey again. The 3-Way Call is now activated. The LCD displays:

```
3-Way Call
TRANSFER          END
```

Note: Until the **CONF** softkey is pressed a second time, the first party will remain on hold and you can talk with the second party privately.
By putting a 3-Way Call on hold, the other parties can continue talking.
You can use the key on a 5224 IP phone instead of the CONF softkey. When using this key you must press twice to activate a 3-way call or you will initiate a transfer instead.
You can use the 3-WAY CALL key instead of the CONF softkey on the 5020/5220 IP phone.
If you want the option to leave the conference and leave the two parties connected (when both parties are external), you must have the permission Redirect Inbound Call to External Number enabled.
Once the 3-Way Call is established, you can use the transfer feature to transfer both parties to another party.

Joining two calls

The 3-way call feature allows you to conference together two calls on your phone's line appearances. To activate a 3-way call in these circumstances, follow these steps:

1. While on an active call, press the **CONF** softkey.
2. Select the Line Appearance of the person on hold that is to be connected.
3. Press the **CONF** softkey again. The 3-Way Call is now activated.

Account codes

Users can enter account codes against incoming and outgoing calls to associate those calls with a particular client or account. Once entered, account codes are logged in the call records kept by your service provider and can be provided to you on request. Your administrator can enable and disable the Account Code feature for your business and specify the minimum and maximum valid account code length.

Note: To use the Account Code feature, a user must have a memory key programmed with the Account Code feature or be using a phone key profile that has been programmed with the Account Code feature.

Account code entry

Account codes can be entered against incoming and outgoing calls to associate those calls with a particular client or account. Account code entry is accepted before a call is placed or during a call.

To enter an account code before you place a call, follow these steps:

1. Select the programmed **Account Code** key. The LCD displays:

```
Account Code:
CALL            QUIT
```

2. Enter the account number using the phone keypad. The LCD displays the account code entered:

```
Account Code: 1234
CALL            QUIT
```

3. Press the **CALL** softkey to start your call. The next available line appearance is selected, dial tone is heard and your phone LCD updates.
4. Proceed with making your call.

To enter an account code during a call, follow these steps:

1. Select the **Account Code** key. The LCD displays:

```
Account Code:
ENTER           QUIT
```

2. Enter the account number using the phone keypad. You hear a tone as you press the phone keys, but the person on the other end does not. The LCD displays the account code entered:

```
Account Code:1234
ENTER           QUIT
```

3. Press the **ENTER** softkey when you have finished entering the account code.

Note: You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
If you enter an account code with an invalid length, the phone LCD briefly displays "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.
You cannot assign an account code to a call once it has been completed.

Account code speed entry

Account code entry is accepted before a call is placed or during a call. To use this feature, it must be enabled for your business, and you must have a memory key programmed with **Account Code** and a pre-programmed account code.

To enter a pre-programmed account code before you place a call, follow these steps:

1. Select the Account Code key. The LCD briefly displays the account code that has been pre-programmed:

```
Account Code: 45678
```

The next available line appearance is selected, dial tone is heard and your phone LCD updates.

```
REDIAL   CALLS    DIR
```

2. Proceed with making your call.

   To enter a pre-programmed account code during a call, follow these steps:

   - Select the **Account Code** key. The LCD briefly displays the account code that has been pre-programmed:

     ```
     Account Code: 45678
     ```

Note: You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.

Note: To cancel account code entry before the call is placed, replace the handset (or, if using the speakerphone, press the speaker key on the 5020/5220 IP phone or press the key on a 5224 IP phone. Account code speed entry during a call cannot be cancelled.

If the pre-programmed account code has an invalid length, the phone LCD briefly displays "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.

You cannot assign an account code to a call after it has been completed.

Using call lists

Call list keeps a list of the calls that you make and receive. The call list is accessible from your phone. You can redial any calls that you made from the call list. See “Redialing” on page 37. You may be able to dial a number from your incoming call list if it is supported by your service provider.

View list of received incoming calls

To view the list of incoming calls received, follow these steps:

1. Press the **CALLS** softkey on your phone. If you have programmed one of your programmable keys as **Incoming Calls List**, you can press this key instead.
   The most recent call that you received is displayed.

   ```
   1: John Doe
   DIAL    TIME    QUIT
   ```

   If the name of the caller is not known, the number will be displayed.

2. Use the **Scroll Up** and **Scroll Down** keys on a 5020/5220 IP phone or use the keys on a 5224 IP phone to navigate the list .
3. Press the **TIME** softkey if you wish to display time and date of the call.
4. Press the **NUMBER** softkey if you wish to display the number of the caller.
5. Press the **NAME** softkey if you wish to display the name of the caller again. If the name is not known, this option is not available.
6. Press the **QUIT** softkey to exit from the call list.

Call a number from your incoming call list

To call a number from your incoming calls list, follow these steps (only available if dialing from the incoming call list is supported by your Service Provider):

1. Press the **CALLS** softkey on your phone.

   The most recent call that you received is displayed.

   ```
   1: John Doe
   DIAL     TIME    QUIT
   ```

2. Use the **Scroll Up** and **Scroll Down** keys on a 5020/5220 IP phone or use the keys on a 5224 IP phone to navigate the list.
3. Press the **DIAL** softkey to make a call to the displayed number.

The next available Line Appearance is selected and the system will attempt to dial the displayed number by prefixing it with the appropriate digits for external dialing (usually "9" or "91" depending on configuration). If the number can be dialed as such, you will hear ringing once the call has been placed. If the number cannot be dialed as such, the call will fail and you will have to dial the number manually, including the proper prefix digits.

Note: The position of the call in the call list is displayed in front of the phone number. The * symbol beside the position of the call means that the call was not answered. ***CALLS** means that there has been at least one unanswered call since the last time you viewed the list of calls you received.

Redialing

Using Redial you can view a list of calls that were made and also redial a number in that list without using the keypad. The maximum amount of numbers in your redial list is typically ten but is dependent on your service provider.

To use Redial, follow these steps:

1. Press the **REDIAL** softkey on your phone, or if you have a 5224 IP phone press .

   The number that you most recently dialed is displayed.

   ```
   *1: 9-605-223-7865
   DIAL   TIME     QUIT
   ```

2. Use the **Scroll Up** and **Scroll Down** keys on a 5020/5220 IP phone or the keys on a 5224 IP phone to navigate the list (if required).
3. Press the **TIME** softkey if you wish to display the time and date of the call.
4. Press the **NUMBER** softkey if you wish to display the number dialed.

Once the required number is displayed, press the **DIAL** softkey to make the call. The next available Line Appearance is selected and you will hear ringing once the number has been dialed.

Note: The * symbol beside the position number means that the call was not answered. The position of the call in the call list is displayed in front of the phone number. Press the **QUIT** softkey to exit from the call list or if you have a 5224 IP phone press .

Company speed dial

Using Company Speed Dial, you can call a number from the External Directory by pressing a single memory key on your phone. To use this feature, you must have a phone key programmed with **Company Speed Dial**. See “Program memory keys” on page 93.

To make a call using the company speed dial, choose one of the following:

- Press the **Company Speed Dial** key for the number you want to call. The system selects the next available Line Appearance for you and activates the speakerphone.
- Activate the speakerphone and press the **Company Speed Dial** key.
- Select an available **Line Appearance**. This activates the speakerphone. Press the **Company Speed Dial** key.
- Lift the handset and press the **Company Speed Dial** key for the number you want to call.

Directory

Using the Directory, you can view the Internal Directory of your company on your phone’s LCD screen and make calls.

You can access the directory with the phone on-hook or off-hook. To view the directory, follow these steps:

1. Press the **MENU** softkey.

   The phone displays the menu options.

   ```
   MENU
   LOGOUT    DIR    QUIT
   ```

2. Press the **DIR** softkey. The system displays the first name in the directory on the first line of the LCD.

Note: If you have a 5224 IP phone you can also press the key to access the Directory.

```
Andrews Kim
DIAL   NUMBER   QUIT
```

3. Use one of the following options to locate the person that you would like to call:

- Press the number on the keypad for the appropriate first letter of the person's last name. For example, press "**5**" twice for "K".

```
K: Kennedy Pat
DIAL   NUMBER   QUIT
```

- Scroll down or up, using the **Scroll** keys on a 5020/5220 IP phone or use the keys on a 5224 IP phone, to find the name you want.

```
Knowles Erin
DIAL   NUMBER   QUIT
```

4. When the correct name is displayed, press the **DIAL** softkey.

Note: Press the **NUMBER** softkey to display the extension. Press the **NAME** softkey to display the name again.

If you select a **Line Appearance**, the phone LCD will display the **DIR** softkey in place of the **MENU** softkey.

```
REDIAL  CALLS    DIR
```

Proceed by selecting the **DIR** softkey.

Forwarding your phone

You can forward your phone by using any of the forwarding features. In each case, you must program a memory key with the appropriate feature. See "Program memory keys" on page 93.

You can forward your phone by following the procedure described in the following sections:

- "Forward to auto attendant" on page 39
- "Forward to co-worker" on page 40
- "Forward to coverage" on page 40
- "Forward to number" on page 40
- "Forward to prompt" on page 40

Forward to auto attendant

Using Forward to Auto Attendant, you can send all incoming calls to a selected auto attendant. Press the **Forward to AA** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a memory key programmed with **Forward to AA.**

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to the auto attendant.

Forward to co-worker

Using Forward to Co-worker, you can send all incoming calls to a selected co-worker. Press the **Forward to Co-worker** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a memory key programmed with **Forward to Co-worker**.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to your co-worker.

Forward to coverage

Using Forward to Coverage, you can send all incoming calls to the option you selected for your call coverage, e.g., auto attendant, voice mail, another number. (See “Call Coverage” on page 100). Press the **Forward to Coverage** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a memory key programmed with **Forward to Coverage**.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to coverage.

Forward to number

Using Forward to Number, you can send all incoming calls to a preset phone number. Press the **Forward to Number** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a memory key programmed with **Forward to Number**.

Note: If you forward a phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See “Permissions” on page 91 for instructions on how to view your call permissions.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to the defined number.

Forward to prompt

Using Forward to Prompt, you can send all incoming calls to a phone number that you have entered via your phone. The LED on the programmed key indicates when the phone is being forwarded.

To forward to prompt, follow these steps:

1. Press the **Forward to Prompt** key on your phone. The system will ask you to enter a phone number.

2. Enter the phone number on the phone keypad.
3. Press the **ENTER** softkey.

To change the phone number for the forward to prompt, repeat the above three steps.

1. To turn forward to prompt off, follow these steps:
2. Press the Forward to Prompt key.
3. Press the **FWDOFF** softkey.

Note: To use this feature, you must have a key programmed with Forward to Prompt. The system stores internal extensions, therefore you do not need to press the **ENTER** softkey.
If you forward a phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See “Permissions” on page 91 for instructions on how to view your call permissions.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to the defined prompt.

Handsfree answerback

Using Handsfree answerback, you can have intercom calls automatically answered so that you have a two-way speech connection. See “Intercom Calls” on page 42.

Press the **Handsfree answerback** key to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the **Handsfree answerback** feature is turned on.

To be able to activate and deactivate this feature with a key, you must have a key programmed with **Handsfree answerback**.

You can also enable the feature without a key by checking the box for **Handsfree answerback** on your Personal Details page. See “Change user details” on page 90.

Hold

Using Hold, you can put an active call on hold, and make other calls. The **Line Appearance** key will flash to indicate the call is on hold.

To place a call on hold, follow these steps:

1. While on an active call, press **Hold** on a 5020/5220 IP phone or the key on a 5224 IP phone.

   The indicator light next to the active Line Appearance changes from green to red and flashes slowly.
2. To remove the call from hold, press the **Line Appearance** key.

Intercom Calls

Intercom to co-worker

Using Intercom to Co-worker, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone. Pick up the handset or select a Line Appearance key, then press the **Intercom to Co-worker** key to start the page to your co-worker. If you press the **Intercom to Co-worker** key with no line active, the next available line appearance key will automatically be selected. Note that if your phone is active on a call or in a ringing state, you must select an available line appearance key before pressing the **Intercom to Co-worker** key.

If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. See “Handsfree answerback” on page 41.

To use this feature, you must have a key programmed with **Intercom to Co-worker**.

Intercom to prompt

Using Intercom to Prompt, you can make a page to any co-worker whose number you enter on the phone.

To make a call with Intercom to prompt, follow these steps:

1. Press the **Intercom to Prompt** key on your phone. The system will ask you to enter a phone number.

   If your phone is already active on a call or ringing, you need to press an available Line Appearance key or put the current call on hold before you can use the **Intercom to Prompt** feature.

2. Enter the phone number of your co-worker on the phone keypad.

You will then be connected to your co-worker and you can speak through their speaker. If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. See “Handsfree answerback” on page 41.

To use this feature, you must have a key programmed with **Intercom to Prompt**.

Join/Leave group

Using the Join/Leave Group feature you can join a Broadcast, Hunt, or Rollover call group of which you are a member, using your phone. Only the phones of members who are joined in the group ring when the call group is called.

- Press the **Join/Leave Group** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when you are logged into the call group.

To use this feature, you must have a key programmed with **Join/Leave Group**.

Line appearance

Line Appearance keys are required in order to receive incoming calls and to make outgoing calls. The LED on the programmed key indicates the status of the Line Appearance.

- Key is unlit – the Line Appearance is available for an incoming or outgoing call.
- Key is flashing green with a ring tone – an incoming call is available to be answered.
- Key is flashing red without a ring tone – a call is on hold.
- Key is solid – If this is green, then a call is active. If this is red, then a twinned call is active on the twinned target phone.

When you have multiple Line Appearance keys, they are ordered from bottom to top, right to left. An incoming call will appear on the first available Line Appearance key.

Your phone will normally have two or three pre-programmed Line Appearances. To be able to handle more simultaneous calls, you must program additional keys with **Line Appearance**.

Login

Using Login, you can enter your extension into any phone and take ownership of the phone. By doing this, you can direct all incoming calls for your extension to that phone. You must have the appropriate privileges to be able to log out of a phone.

You can only log in to an unassigned phone (a phone without a user logged in). If a phone has a user logged in, you can log the user out by following procedure in “Logout” on page 44. An unassigned phone shows the following on its display:

```
Logged Out
ACTIVATE
```

To log in to a phone, follow these steps:

1. Press the **ACTIVATE** softkey on an unassigned phone (a phone without a user logged in).

```
Extension:
                QUIT
```

2. Enter your extension.

```
Extension: 314
                QUIT
```

```
PIN:
ENTER           QUIT
```

3. Enter your PIN.

```
PIN: *****
ENTER           QUIT
```

4. Press the # key or the **ENTER** softkey once you have finished entering your PIN.

The system verifies that the PIN is valid and then it logs you into the phone.

```
Extension: 314
REDIAL  CALLS  MENU
```

Note: If you log in while you are logged in to another phone, the system will log you out of the original phone.
You cannot log in or out, or activate a phone, while the phone is on an active call.
If you are not logged into a phone, all calls to your extension go directly to call coverage.
If you have not been assigned the privileges required to log out of your phone, you are not prompted for a PIN when you log in.
You are not prompted for a PIN when you log in to a phone with a location extension.

Logout

To log out of a phone, follow these steps when your phone has no calls connected. At the start, the display should display the following:

```
Extension: 314
REDIAL  CALLS   MENU
```

1. Press the **MENU** softkey..

```
MENU
LOGOUT   DIR    QUIT
```

2. Press the **LOGOUT** softkey

   The LCD displays a confirmation message.

```
Confirm Logout
YES              NO
```

3. Press the **YES** softkey to proceed. The LCD will display the message “Logout successful”, confirming that you are logged out of the phone and the system. Incoming calls will be forwarded to Call Coverage. The display will return to a logged out/unassigned idle state

```
Logout Successful
```

```
Logged Out
ACTIVATE
```

Note: If your phone has been locked you cannot log out of the phone. The LOGOUT softkey will not be displayed on your phone. Contact your system administrator for assistance.
You cannot log in or out, or activate a phone, while the phone is on an active call.
After you have logged out of the phone, callers to your extension will be directed to your call coverage target. If no call coverage target is set, the phone will ring until the caller hangs up.
If the primary member of a Monitor Group logs out of the phone, calls to the Monitor Group will still ring any secondary phones and will redirect to the primary member's call coverage target after the configured number of rings.
For more information about Monitor Groups, see "Monitored groups" on page 45.
If a logged out phone has twinning configured, the twinning target phone will ring and the call wil be redirected to the logged-out phone's call coverage target after the configured number of rings.

Monitored groups

Using the Monitor Groups feature, your calls can be monitored and answered by other users or you can have your phone monitored for activity. To enable the Monitor feature, contact your administrator and provide a list of users that you would like to have monitor your calls or phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part.

If you requested to have your calls monitored, calls to one or more of your Line Appearances will automatically ring on your Monitor group member phones provided that they have configured the appropriate number of **Monitor Calls** or **Monitor Call Silent** keys on their phone.

When a member of your Monitor group has answered one of your calls, the Line Appearance on your phone will still indicate the state of the call.

- A flashing key without a ring tone indicates that the call is on hold.
- A lit key indicates that the Line Appearance is in use.

If you requested to have your phone monitored, when your phone is in use the group member's phones will show a lit LED against the **Monitor Phone** key they have configured on their phone.

Note: If you are part of a Monitor group, you can put a call on hold and either the primary group member or other phones in the group can pick up the call.
Your call coverage still applies when you are in a monitor group.
A Monitor Phone key also acts a speed dial to the monitored extension.
Monitor Groups is only applicable to users who are using Mitel IP phones.

Monitor call

Using the Monitor Call or Monitor Call Silent feature, you can monitor and pick up calls occurring on another user's phone. To use this feature,

- You must be a member of a Monitor group. A Monitor group defines the user that is being monitored (primary group member) and which users can monitor calls for the primary group member (secondary group members). Only the administrator can add a Monitor group or change the members of an existing Monitor group.
- You must have the same number of phone keys programmed with **Monitor Call** or **Monitor Call Silent** as the number of simultaneous calls that you want to monitor on the primary group member's phone. The maximum number of simultaneous calls that you can monitor for one Monitor Primary equals the number of Line Appearances that the Monitor Primary has programmed on their phone.

For example, if you have one **Monitor Call/Monitor Call Silent** key programmed for a Monitor Primary, you will only be able to monitor one incoming or outgoing call at a time. If you have two **Monitor Call/Monitor Call Silent** keys programmed for a Monitor Primary, you will be able to monitor two incoming or outgoing calls at a time and so on. There is no direct correspondence between a **Monitor Call/Monitor Call Silent** key and a Line Appearance key on the Monitor Primary's phone. The Line Appearance that the first call occurs on (not necessarily the first Line Appearance) will be monitored by the first **Monitor Call/Monitor Call Silent** key; the Line Appearance that the second call occurs on (not necessarily the second line appearance) will be monitored by the second **Monitor Call/Monitor Call Silent** key and so on.

The **Monitor Call/Monitor Call Silent** key indicates the state of the Line Appearance on the primary group member's phone that is being monitored. The only difference between **Monitor Call** and **Monitor Call Silent** is that your phone will not ring to indicate an incoming call to the Primary member.

For example:

- A flashing **Monitor Call** key with a ring tone indicates an incoming call to the Line Appearance.
- A flashing **Monitor Call** key without a ring tone indicates that the call is on hold.
- A flashing **Monitor Call Silent** key without a ring tone indicates an incoming call to the Line Appearance or that the call is on hold.
- A lit **Monitor Call/Monitor Call Silent** key indicates that the Line Appearance is in use.

To answer a call occurring on the primary group member's phone, follow these steps:

1. When the **Monitor Call/Monitor Call Silent** key is flashing, lift the handset.
2. Press the **Monitor Call/Monitor Call Silent** key or press the **Monitor Call/Monitor Call Silent** key to answer the call in speaker mode.

Note: By putting a call on hold, either the primary group member or other Monitor phones can pick up the call.

Monitor Phone

Using the Monitor Phone feature, your phone activity can be monitored by other users. To enable the Monitor Phone feature, contact your administrator and provide a list of users that you would like to have monitor your phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part. When you are using your phone members of your call group will be able to see that the phone is in use provided that they have programmed a memory key to view activity on your phone.

When you use your phone a member of your Monitor group will see the LED of the memory key that they have programmed to monitor your phone light up.

Mute

Using Mute you can silence any sound from the phone. This does not prevent incoming sound from being heard. Press the **Mute** key on a 5020/5220 IP phone or the key on a 5224 IP phone during a call to activate Mute. The LED on the key indicates when Mute is active.

One-Touch speed dial

Using One-Touch Speed Dial, you can make a call to a pre-programmed number. To use this feature, a programmable key must be programmed as a **One-Touch Speed Dial**.

To use One Touch Speed Dial, choose one of the following:

- Lift the handset and press the **One Touch Speed Dial** key.
- Press an available **Line Appearance** key, to activate the speakerphone, and then press the **One Touch Speed Dial** key.
- Press the **One Touch Speed Dial** key. This will select an available Line Appearance and activate the speakerphone.

Page

Using Page, you can send a page to all of the phones at your site. The page is broadcast through the speaker of each available phone. To use this feature, you must have a memory key programmed as a **Page** key.

To page all of the phones at your site, follow these steps:

1. Select a memory key programmed with the **Page** feature.

   Your phone LCD displays "Calling: Site Page" while the system identifies the available phones at your site.

   ```
   Calling: Site Page
   ```

2. When the system is ready for you to begin your page, you will hear an alert tone and the phone LCD screen displays the number of phones being paged.

```
Paging: 7 of 10
                END
```

3. Speak into the handset or the speakerphone.
4. To end the page, you have the following options:
   - Replace the handset if using the handset.
   - Select the **Speaker** key on the 5020/5220 IP phone or the key on the 5224 IP phone if using the speakerphone.
   - Select the **END** softkey.

Note: A page is not broadcast on phones that are busy.
If you select Page while there is already a page in progress, the system waits until the page in progress is completed before your page is started. Your phone displays "Calling: Site Page" and you hear ringing while you are waiting.
On the phones receiving a page, the phone LCD screen displays the name of the user who originated the page and an END softkey. The user receiving the page can stop the page to their phone by selecting the **END** softkey.

```
Page from: Karen Gr
                END
```

Park and retrieve

Using Park and Retrieve, you can put a call on hold at a park location so that it can be retrieved from any other phone at your business. To use this feature, a memory key must be programmed as a **Park/Retrieve** key

To put a call on hold at a park location, follow this step:

- While on an active call, select a memory key programmed with the **Park/Retrieve** feature. The system places the call on hold at a park location.

The park location is displayed on your phone LCD.

```
Parked at: 4
```

You are no longer connected with the caller and your phone returns to the idle state.

To retrieve a parked call, follow these steps:

1. From an idle phone, lift the handset. This will select the next available Line Appearance. Select a memory key programmed with the **Park/Retrieve** feature. The phone LCD screen displays:

```
Park Location:
                QUIT
```

2. Enter the required park location using the phone keypad.

   The system connects you with the caller who was on hold at the park location. The LCD screen now displays the caller's name (if known) or number.

```
Robin Jones
TRANS   CONF     END
```

Note: To cancel the retrieval of the parked call, press the QUIT softkey.
If you enter a park location where there is no caller on hold, the phone LCD will briefly display "No Parked Call".
There are nine park locations available (1 through 9). If all park locations are in use when you try to park a call, the phone LCD will briefly display "Park Locations Full" and the call will be placed on hold.
If the call is left parked for 30 seconds, the phone of the person who parked the call will beep and the phone's LCD will briefly display "Call parked at: " with the park location number to remind you that the call has not been retrieved.

Speaker

Using Speaker, you can turn the speakerphone on your phone on and off. To use Speaker, press the **Speaker** key on a 5020/5220 IP phone or the key on a 5224 IP phone.

Transfer call

Using Transfer, you can transfer a call from one phone to another. To transfer a call, follow these steps:

1. While on an active call, press the TRANS softkey. The system places the call on hold, and the LCD screen displays:

```
Transfer To:
        DIR        QUIT
```

2. Enter the extension or phone number of the person to whom you want to transfer the call, or press a One-Touch Speed Dial key, or press a Line Appearance key that has a call on hold.

```
Transfer To:415
                   QUIT
```

3. Press the TRANSFER softkey once you hear ringing. You can also press the TRANSFER softkey after the additional party has answered. The LCD screen displays the message "Transfer Complete" for approximately five seconds before returning to an idle state.

If you enter an invalid extension during a transfer, the LCD screen displays "Invalid Extension". To reconnect with the caller, follow these steps:

1. Press the **END** softkey.
2. Press the flashing Line Appearance key.
3. Try to transfer the call again.

If you choose not to complete the transfer, press the QUIT softkey, then press the flashing Line Appearance key to retrieve the original call.

Note: You can use the Transfer key on a 5020/5220 IP Phone in place of the TRANS or TRANSFER softkey.

Note: You can use the key on a 5224 IP phone instead of the TRANS or TRANSFER softkey.

Transferring a call to voice mail

If your administrator has configured an auto attendant for voice mail deposit, you can transfer a call directly to a co-workers voice mail box.

To transfer a call to voice mail, follow these steps:

1. While on an active call, press the **Transfer** key on a 5020/5220 IP phone, or the key on the 5224 IP phone, or the **TRANS** softkey. The system places the call on hold, and the LCD will display:

   ```
   Transfer To:
          DIR     QUIT
   ```

2. Enter the extension of the auto attendant that your administrator has created for voice mail deposit.

   ```
   Transfer To: 701
                  QUIT
   ```

3. Select the auto attendant voice mail deposit option and enter the extension of the co-worker to whom you are transferring.
4. Select the **TRANSFER** softkey (or **Transfer** key on the 5020/5220 IP phone or the key on the 5224 IP phone) to complete the transfer. The LCD displays the message “Transfer Complete”.

Twinned calls

If you have configured your phone to be twinned to another phone (the twinning target), then incoming calls will ring at the same time on the other phone.

If you answer the call on your desk phone, the twinning target phone will stop ringing.

If you answer the call on your twinning target phone, the Line Appearance key on your desk phone will remain lit. To pull back the call to your desk phone, simply press the corresponding Line Appearance key. The call disconnects from the twinning target phone and connects to the desk phone.

Note that if neither your desk phone nor the twinning target phone answers an incoming call, your call coverage setting will determine what happens to the call. If the other phone has a voice message service associated with it, then your twinning target phone's voice message service may answer the call first. If you want to avoid this situation, then you should ensure that your call coverage is configured to answer calls before the twinning target phone voice mail service.

See “Twinning” on page 101.

Using voice mail

Using the **Message** key on a 5020/5220 IP phone or the key on a 5224 IP phone, you can connect directly to voice mail to retrieve messages or manage voice mail options such as changing your voice mail greeting. The Message Waiting Lamp on the phone will light up if messages are waiting.

If your administrator has created an auto attendant with a voice mail retrieval option and associated it to an external number, you can access your mail box from any phone by dialing the external number and then selecting the voice mail retrieval option. You are prompted for your extension, then connected to your voice mail box.

Using volume control

Use volume control to change ring volume, handset volume, and speaker volume.

Note: The ring, handset, and speaker volumes return to their default settings if the phone loses connectivity to power.

Changing ring volume

To change the ring volume on your phone, follow these steps:

1. From another phone, make a call to you extension.
2. While your phone is ringing, repeatedly press the **Volume Control** keys on a 5020/5220 IP phone or on a 5224 IP phone press the key until the ring volume is at the level you want.

Changing handset volume

To change the volume of the sound you hear through the handset, follow these steps:

1. Lift the handset. You will hear dialtone.
2. Repeatedly press the **Volume Control** keys on a 5020/5220 IP phone or on a 5224 IP phone press the key until the volume is at the level you want.
3. Replace the handset.

Changing speaker volume

To change the volume of the sound you hear through the speaker, follow these steps:

1. Press the **Speaker** key on a 5020/5220 IP phone or the key on a 5224 IP phone. You will hear dialtone.
2. Repeatedly press the **Volume Control** keys on a 5020/5220 IP phone or on a 5224 IP phone press the keys until the volume is at the level you want.

Using the Mitel 5212 IP Phone

This section describes the setup, activation, and use of the Mitel 5212 IP phone.

The Mitel 5212 IP phone has the following features:

- Handsfree speaker phone (half duplex)
- 2-line, 20-character backlit LCD display
- 12 multi-function memory keys with color LEDs
- 6 fixed function keys, including Directory, Cancel, Redial, Hold, Transfer/Conference, and Message
- Mute and Speaker keys
- Dedicated headset jack
- Wall mountable

Figure 4: Mitel 5212 IP Phone

Initial set-up for Mitel 5212 IP phone service

To set up your new phone service, follow these steps:

1. Activate your phone. See “Activating a Mitel 5212 IP phone” on page 53.
2. Perform a Quick Set-up. See “Quick set-up” on page 89.

Activating a Mitel 5212 IP phone

To activate a 5212 phone you must physically connect the phone, then log in with your extension and PIN number.

To activate your phone, follow these steps:

1. Unplug your computer from the network.
2. Plug the phone into the network (through the supplied power pack or from power over the Ethernet; consult the documentation provided in the box).
3. Plug the computer into the phone.
4. Plug the phone power pack into an outlet.
5. Wait for the phone to display the following (this may take 30 seconds or more):

```
LOGGED OUT
*00 to Login
```

6. Enter *00. The phone will display the following:

```
Extension:
```

7. Enter your extension. The phone will display the following:

```
PIN:
Enter pin press #
```

8. Enter your PIN, then the # key. The phone will display the following:

```
Extension: 314
```

You have now successfully activated the phone, and can make calls.

Answering a call on the 5212 IP phone

When an incoming call is received on a phone, several things happen: (1) the phone rings, (2) a Line Appearance flashes, and (3) the LCD displays the phone number of the caller and, if know, the name of the caller.

```
321: Robin Jones
```

You can answer an incoming call by using the handset or the speakerphone.

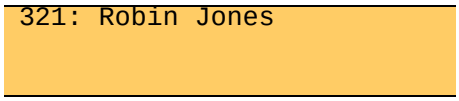
You can pull back a call that has been answered by a twinned target phone by pressing the corresponding Line Appearance key. See “Twinned Calls on the 5212 IP phone” on page 70.

Using the 5212 handset

To answer your phone using the handset, follow these steps:

1. Lift the handset.
   - Alternatively, you may choose to use one of the following methods:
     - Press the flashing **Line Appearance** key.
     - Press the key on the 5212 IP phone.

You have now answered the call. The LCD displays the caller's name (if known).



Note: If you choose to ignore the incoming call and select a different line appearance, the line appearance continues to flash but the phone stops ringing.

Using the 5212 speakerphone

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press the key on the 5212 IP phone.
2. Replace the handset.
3. To end a call while using the speakerphone, press the key on the 5212 IP phone.

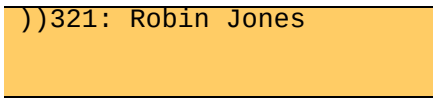
Switch from speakerphone to handset on the 5212 IP phone

To switch from the speakerphone to the handset during a call, pick up the handset.

To end the call while using the handset, replace the handset.

Answering a second call on the 5212 IP phone

A second incoming call causes three things to happen: (1) the phone rings once, (2) a line appearance flashes, and (3) the LCD displays the number and the name of the caller, if the caller is known.



To answer a second call, choose one of the following:

- Press the flashing **Line Appearance** key. This puts the active call on hold and answers the second call.

- End the first call by replacing the handset. The phone will start ringing. Pick up the handset again to answer the second call.

To switch between two active calls, press the flashing Line Appearance key. This puts the active call on hold, and activates the other call.

Note: If the display shows)) prior to the number calling, this indicates that it is a second call.

Making a call on the 5212 IP phone

To make a call, follow these steps:

1. Lift the handset. This will select the next available **Line Appearance**. You can also start dialing the number without lifting the handset. This will automatically select the next available **Line Appearance** and operate in speakerphone mode.
2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

   ```
   320
   ```

   When you finish dialing the number, the call is placed.

   ```
   Calling: Robin Jones
   ```

   If you place an internal call, your LCD displays the extension and name of the connected party once the call is answered. If you place an external call, the LCD screen displays the name of the connected party, or if the name is unknown, the phone number.

   ```
   320: Robin Jones
   ```

3. To end the call, replace the handset.

Note: To use the speakerphone for step 1, press an available Line Appearance key or the key instead of lifting the handset.

- To end the call before you have completed dialing, choose one of the following:
  - Replace the handset if using the handset.
  - Select the key if using the speakerphone.

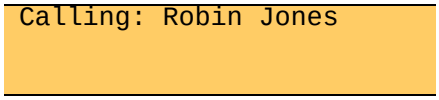
Making a second call on the 5212 IP phone

To make a second call while on an active call, follow these steps:

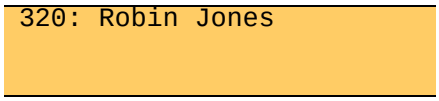
1. Press any available **Line Appearance** key. This puts the active call on hold and provides dial tone for a second call.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

3. When you finish dialing the number, the call is placed.



4. If you place an internal call, the LCD displays the extension and name of the connected party once the call is answered. If you place an external call, the LCD screen displays the name of the connected party, or if the name is unknown, just the phone number.



5. To switch between two active calls, press the flashing **Line Appearance** key. This puts the active call on hold and activates the other call.

Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance** key.

Using features via the 5212 IP phone

This section explains the features available from your 5212 IP phone. Some of these features must be pre-programmed in order to be available. To learn how to program features to keys, see “Program memory keys” on page 93.

3-way call on the 5212 IP phone

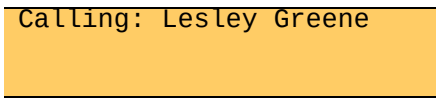
Using 3-Way Call, you can set up a phone call among three separate parties.

To activate 3-Way Call, follow these steps:

1. While on an active call, press the key twice. This places the first call on hold, and selects an available Line Appearance. The LCD screen displays:

2. Enter the phone number of the third party.

The system dials the number and displays a "Calling" message along with the caller ID on the first line of the LCD screen.



3. When the third party answers the call, the LCD shows that a connection is established..

```
Lesley Greene
```

4. Press the key again. The 3-Way Call is now activated. The LCD screen displays:.

```
3-Way Call
```

Note: Until the key is pressed again, the first party will remain on hold and you can talk with the second party privately.
By putting a 3-Way Call on hold, the other parties can continue talking.
If you want the option to leave the conference and leave the two parties' connected (when both parties are external), you must have the permission Redirect Inbound Call to External Number enabled.
Once the 3-Way Call is established, you can use the transfer feature to transfer both parties to another party.

Joining two calls on the 5212 IP phone

The 3-way call feature allows you to conference together two calls on your phone's Line appearances. To activate a 3-way call in these circumstances, follow these steps:

1. While on an active call, press the key twice.
2. Select the Line Appearance of the person on hold that is to be connected.
3. Press the key again. The 3-Way Call is now activated.

Account codes on the 5212 IP phone

Account codes can be entered against incoming and outgoing calls to associate those calls with a particular client or account. Account code entry is accepted before a call is placed or during a call. You must have a memory key programmed with Account Code.

Account code entry on the 5212 IP phone

To enter an account code before you place a call, follow these steps:

1. Select the **Account Code** key. The LCD displays:

```
Account Code:
```

2. Enter the account number using the phone keypad. The LCD displays the account code entered:

```
Account Code: 1234
```

3. Press the # key to start your call. The next available line appearance is selected, dial tone is heard and your phone LCD updates.

Proceed with making your call.

To enter an account code during a call, follow these steps:

1. Select the **Account Code** key. The LCD displays:

```
Account Code:
```

2. Enter the account number using the phone keypad. You hear a tone as you press the phone keys, but the person on the other end does not. The LCD displays the account code entered:

```
Account Code: 1234
```

3. Press the # key when you have finished entering the account code.

Note: You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
If you enter an account code with an invalid length, the phone LCD briefly displays "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.
You cannot assign an account code to a call once it has been completed.

Account code speed entry on the 5212 IP phone

Account code entry is accepted before a call is placed or during a call. To use this feature, it must be enabled for your business and you must have a memory key programmed with **Account Code** and a pre-programmed account code.

To enter a pre-programmed account code before you place a call, follow these steps:

1. Select the Account Code key. The LCD briefly displays the account code that has been pre-programmed:

```
Account Code: 45678
```

The next available line appearance is selected, dial tone is heard and your phone LCD updates.

2. Proceed with making your call.

To enter a pre-programmed account code during a call, follow these steps:

- Select the **Account Code** key. The LCD briefly displays the account code that has been pre-programmed:

```
Account: 45678
```

Note: You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.

To cancel account code entry before the call is placed, replace the handset (or press the key if using the speakerphone). Account code speed entry during a call cannot be cancelled.

If the pre-programmed account code has an invalid length, the phone LCD briefly displays "Invalid Account Code". Contact your system administrator to determine the valid account code length for your business.

You cannot assign an account code to a call once it has been completed.

Call list on the 5212 phone

Call list keeps a list of the calls that you make and receive. The call list is accessible from your phone. You can redial any calls that you made from the call list. See “Redial on the 5212 IP phone” on page 60. You may be able to dial a number from your incoming call list if it is supported by your service provider.

To use the feature, you must first have one of your programmable memory keys programmed as an **Incoming Calls List** key.

To view the list of incoming calls received, follow these steps with your phone on-hook:

1. Press the **Incoming Calls List** key on your phone. The most recent call that you received is displayed:

   ```
   1: 754-4536
   ```

2. Use the keys to navigate the list.
3. Press the **Incoming Calls List** key to exit from the call list.

To call a number from your incoming calls list:

1. Press the **Incoming Calls List** programmed key. The most recent call that you received is displayed:

   ```
   1: 754-4536
   ```

2. Use the keys to navigate the list.
3. Press the key to make a call to the displayed number.

If you are on-hook, the next available Line Appearance is selected and the speakerphone is activated. The system will attempt to dial the displayed number by prefixing it with the appropriate digits for external dialing (usually "9" or "91" depending on configuration). If the number can be dialed as such, you will hear ringing once the call has been placed. If the number cannot be dialed as such, the call will fail and you will have to dial the number manually remembering to include the proper prefix digits.

Note: The position of the call in the call list is displayed in front of the phone number. The * symbol beside the position of the call means that the call was not answered.

Redial on the 5212 IP phone

Using the key, you can view a list of calls that were made and also redial a number in that list without using the keypad. The maximum amount of numbers in your redial list is typically ten but is dependent on your service provider.

To use Redial, follow these steps:

1. Press the key.

   The number that you most recently dialed is displayed:

   ```
   *1: 9-605-223-7865
   ```

2. Use the **Arrow** keys to navigate the list (if required).
3. Once the required number is displayed, press the key to make the call. The next available Line Appearance is selected and you will hear ringing once the number has been dialed.

Note: * means that the call was not answered. The position of the call in the call list is displayed in front of the phone number. Press the key to exit from the call list.

Company speed dial on the 5212 IP phone

Using Company Speed Dial, you can call a number from the External Directory by pressing a single memory key on your phone. To use this feature, you must have a phone key programmed with **Company Speed Dial**.

To make a call using the company speed dial, choose one of the following:

- Press the **Company Speed Dial** key for the number you want to call. The system will select the next available Line Appearance for you and activate the speakerphone.
- Activate the speakerphone and press the **Company Speed Dial** key.
- Select an available **Line Appearance**. This will activate the speakerphone. Press the **Company Speed Dial** key
- Lift the handset and press the **Company Speed Dial** key for the number you want to call.

Directory on the 5212 IP phone

Using the Directory, you can view the Internal Directory on your phone's LCD screen and make calls.

You can access the directory with the phone on-hook or off-hook. To view the directory, follow these steps:

1. Press the key.
2. Use one of the following options to locate the person that you would like to call:

   ```
   Andrews Kim
   ```

   - Press the number on the keypad for the appropriate first letter of the person's last name. For example, press "**5**" twice for "K":

     ```
     K: Kennedy Pat
     ```

   - Scroll down or up, using the **Arrow** keys, to find the name you want:

     ```
     Knowles Erin
     ```

3. Once the correct name is displayed, press the key to dial the number.

Forwarding your 5212 IP phone

You can forward your phone by using any of the forwarding features. In each case, you must program a memory key with the appropriate feature. See “Program memory keys” on page 93.

You can forward your phone by following the procedure described in the following sections:

- “Forward your 5212 IP phone to auto attendant” on page 61
- “Forward your 5212 IP phone to co-worker” on page 62
- “Forward your 5212 IP phone to coverage” on page 62
- “Forward your 5212 IP phone to number” on page 62
- “Forward your 5212 IP phone to prompt” on page 62

Forward your 5212 IP phone to auto attendant

Using Forward to Auto Attendant, you can send all incoming calls to a selected auto attendant. Press the **Forward to AA** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to AA**.

Note: If you have this feature turned on when you log out of your phone, all your calls will be forwarded to the auto attendant.

Forward your 5212 IP phone to co-worker

Using Forward to Co-worker, you can send all incoming calls to a selected co-worker. Press the **Forward to Co-worker** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Co-worker**.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to your co-worker.

Forward your 5212 IP phone to coverage

Using Forward to Coverage, you can send all incoming calls to the option you selected for your Call Coverage (see “Call Coverage” on page 100). Press the **Forward to Coverage** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Coverage**.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to coverage.

Forward your 5212 IP phone to number

Using Forward to Number, you can send all incoming calls to a preset phone number. Press the **Forward to Number** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Number**.

Note: If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. For instructions about how to view your call permissions, see “Permissions” on page 91. If you have this feature turned on when you log out of your phone, all your calls will be forwarded to the number defined.

Forward your 5212 IP phone to prompt

Using Forward to Prompt, you can send all incoming calls to a phone number that you have entered via your phone. The LED on the programmed key indicates when the phone is being forwarded.

To forward to prompt, follow these steps:

1. Press the **Forward to Prompt** key on your phone. The system will ask you to enter a phone number.
2. Enter the phone number on the phone keypad.

3. Press the # key on the keypad.

To change the phone number for the forward to prompt, repeat the above three steps.

To turn forward to prompt off, follow these steps:

1. Press the **Forward to Prompt** key.
2. Press the # key on the keypad.

Note: To use this feature, you must have a key programmed with Forward to Prompt. The system stores internal extensions, therefore you do not need to press the # key for extensions.
If you forward a phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. See “Permissions” on page 91 for instructions on how to view your call permissions.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to the numbered you entered.

Handsfree answerback on the 5212 phone

Using **Handsfree answerback**, you can have intercom calls automatically answered so that you have a two-way speech connection. See “Intercom calls on the 5212 phone” on page 63.

Press the **Handsfree answerback** key to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the **Handsfree answerback** feature is turned on.

To be able to activate and deactivate this feature with a key, you must have a key programmed with Handsfree answerback. See “Program memory keys” on page 93.

You can also enable the feature without a key by checking the box for **Handsfree answerback** on your Personal Details page. See “Change user details” on page 90.

Hold on the 5212 IP phone

Using Hold, you can put an active call on hold, and make other calls. The LED of the **Line Appearance** key flashes to indicate the call is on hold.

To place a call on hold, follow these steps:

1. While on an active call, press the key.

   The indicator light next to the active Line Appearance changes from green to red and flashes slowly.
2. To remove the call from hold, press the **Line Appearance** key.

Intercom calls on the 5212 phone

You can make intercom calls to a co-worker and to a prompt.

Intercom to co-worker on the 5212 phone

Using **Intercom to Co-worker**, you can make a page to a selected co-worker that is broadcast through the speaker on your co-worker's phone. Pick up the handset or select a Line Appearance key, then press the Intercom to Co-worker key to start the page to your co-worker. If you press the **Intercom to Co-worker** key with no line active, the next available line appearance key will automatically be selected. Note that if your phone is active on a call or in a ringing state, you must select an available line appearance key before pressing the **Intercom to Co-worker** key.

If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. See “Handsfree answerback on the 5212 phone” on page 63.

To use this feature, you must have a key programmed with **Intercom to Co-worker**. See “Program memory keys” on page 93.

Intercom to prompt on the 5212 phone

Using Intercom to Prompt, you can make a page to any co-worker whose number you enter on the phone.

To make a call with Intercom to prompt, follow these steps:

1. Press the **Intercom to Prompt** key on your phone. The system will ask you to enter a phone number.

   If your phone is already active on a call or ringing, press an available Line Appearance key or put the current call on hold before you can use the **Intercom to Prompt** feature.

2. Enter the phone number of your co-worker on the phone keypad.

   You will then be connected to your co-worker and you can speak through their speaker. If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. See “Handsfree answerback on the 5212 phone” on page 63.

   To use this feature, you must have a key programmed with **Intercom to Prompt**.

Join/Leave group on the 5212 IP phone

Using the Join/Leave Group feature you can join a Broadcast, Hunt, or Rollover call group of which you are a member, using your phone. Only the phones of members who are joined in the group ring when the call group is called.

- Press the **Join/Leave Group** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when you are logged into the call group.

To use this feature, you must have a key programmed with **Join/Leave Group**.

Line appearance on 5212 IP phone

Line Appearance keys are required in order to receive incoming calls and to make outgoing calls. The LED on the programmed key indicates the status of the Line Appearance.

- Key is unlit - the Line Appearance is available for an incoming or outgoing call.
- Key is flashing green with a ring tone - an incoming call is available to be answered.
- Key is flashing red without a ring tone - a call is on hold.
- Key is solid - If this is green, then a call is active. If this is red, then a twinned call is active on the twinned target phone.

When you have multiple Line Appearance keys, they are ordered from bottom to top. An incoming call will appear on the first available Line Appearance key.

Your phone will normally have two or three pre-programmed Line Appearances. To be able to handle more simultaneous calls, you must program additional keys with **Line Appearance**.

Message on the 5212 IP phone

Using the key, you can connect directly to voice mail to retrieve messages or manage voice mail options. The Message Waiting indicator on the phone lights up if messages are waiting.

Monitor Groups on 5212 IP phone

Using the Monitor Groups feature, your calls can be monitored and answered by other users or you can have your phone monitored for activity. To enable the Monitor feature, contact your administrator and provide a list of users that you would like to have monitor your calls or phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part.

If you requested to have your calls monitored, calls to one or more of your Line Appearances will automatically ring on your Monitor group member phones provided that they have configured the appropriate number of **Monitor Calls** or **Monitor Call Silent** keys on their phone.

When a member of your Monitor group has answered one of your calls, the Line Appearance on your phone will still indicate the state of the call.

- A flashing key without a ring tone indicates that the call is on hold.
- A lit key indicates that the Line Appearance is in use.

If you requested to have your phone monitored, when your phone is in use the group members phones will show a lit LED against the **Monitor Phone** key they have configured on their phone.

Note: By putting a call on hold, either the primary group member or other phones in the group can pick up the call.
Your call coverage still applies when you are in a monitor group.
A Monitor Phone key also acts a speed dial to the monitored extension.
Monitor Groups is only applicable to users who are using Mitel IP phones.

Monitor Call on 5212 IP phone

Using the Monitor Call or Monitor Call Silent feature, you can monitor and pick up calls occurring on another user's phone.

To use this feature:

- You must be a member of a Monitor group. A Monitor group defines the user that is being monitored (primary group member) and which users can monitor calls for the primary group member (secondary group members). Only the administrator can add a Monitor group or change the members of an existing Monitor group.
- You must have the same number of phone keys programmed with Monitor Call or Monitor Call Silent as the number of simultaneous calls that you want to monitor on the primary group member's phone. The maximum number of simultaneous calls that you can monitor for one Monitor Primary equals the number of Line Appearances that the Monitor Primary has programmed on their phone.

For example, if you have one **Monitor Call/Monitor Call Silent** key programmed for a Monitor Primary, you will only be able to monitor one incoming or outgoing call at a time. If you have two **Monitor Call/Monitor Call Silent** keys programmed for a Monitor Primary, you will be able to monitor two incoming or outgoing calls at a time and so on. There is no direct correspondence between a **Monitor Call/Monitor Call Silent** key and a Line Appearance key on the Monitor Primary's phone. The Line Appearance that the first call occurs on (not necessarily the first Line Appearance) will be monitored by the first **Monitor Call/Monitor Call Silent** key, the Line Appearance that the second call occurs on (not necessarily the second line appearance) will be monitored by the second **Monitor Call/Monitor Call Silent** key and so on.

The **Monitor Call/Monitor Call Silent** key indicates the state of the Line Appearance on the primary group members phone that is being monitored. The only difference between **Monitor Call** and **Monitor Call Silent** is that your phone will not ring to indicate an incoming call to the Primary member. For example:

- A flashing **Monitor Call** key with a ring tone indicates an incoming call to the Line Appearance.
- A flashing **Monitor Call** key without a ring tone indicates that the call is on hold.
- A flashing **Monitor Call Silent** key without a ring tone indicates an incoming call to the Line Appearance or that the call is on hold.
- A lit **Monitor Call/Monitor Call Silent** key indicates that the Line Appearance is in use.

To pick up a call occurring on the primary group member's phone, follow these steps:

1. When the **Monitor Call/Monitor Call Silent** key is flashing, lift the handset.
2. Press the **Monitor Call/Monitor Call Silent** key.

   or

   Press the **Monitor Call/Monitor Call Silent** key to answer the call in speaker mode.

Note: By putting a call on hold, either the primary group member or other Monitor phones can pick up the call.

Monitor Phone on 5212 IP phone

Using the Monitor Phone feature, your phone can be monitored by other users. To enable the Monitor Phone feature, contact your administrator and provide a list of users that you would like to have monitor your phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part. When you are using your phone members of your call group will be able to see that the phone is in use provided that they have programmed a memory key to view activity on your phone.

When you use your phone a member of your Monitor group will see the LED of the memory key that they have programmed to monitor your phone light up.

Mute on 5212 IP phone

Using Mute, you can silence any sound from the phone. This does not prevent incoming sound from being heard. Press the key during a call to activate Mute. The LED on the key indicates when Mute is active.

One touch speed dial on 5212 IP phone

Using One Touch Speed Dial, you can make a call to a pre-programmed number. To use this feature, a programmable key must be programmed as a **One Touch Speed Dial**.

To use One Touch Speed Dial, choose one of the following:

- Lift the handset and press the **One Touch Speed Dial** key.
- Press an available **Line Appearance** key, to activate the speakerphone, and then press the **One Touch Speed Dial** key.
- Press the **One Touch Speed Dial** key. This will select an available Line Appearance and activate the speakerphone.

Page on the 5212 IP phone

Using Page, you can send a page to all of the phones at your site. The page is broadcast through the speaker of each available phone. To use this feature, you must have a memory key programmed as a Page key.

To page all of the phones at your site, follow these steps:

1. Select a memory key programmed with the **Page** feature.

   Your phone LCD screen displays "Calling: Site Page" while the system identifies the available phones at your site.

   ```
   Calling: Site Page
   ```

2. When the system is ready for you to begin your page, you will hear an alert tone and the phone LCD screen displays the number of phones being paged.

```
Paging: 7 of 10
```

3. Speak into the handset or the speakerphone.
4. To end the page, you have the following options:
   - Replace the handset if using the handset.
   - Select the key if using the speakerphone.

Note: A page is not broadcast on phones that are busy.
If you select Page while there is already a page in progress, the system waits until the page in progress is completed before your page is started. Your phone displays "Calling: Site Page" and you hear ringing while you are waiting.

Park and retrieve on the 5212 IP phone

Using Park and Retrieve, you can put a call on hold at a park location so that it can be retrieved from any other phone at your business. To use this feature, a memory key must be programmed as a **Park/Retrieve** key.

To put a call on hold at a park location, follow these steps:

1. While on an active call, select a memory key programmed with the Park/Retrieve feature.

   The system places the call on hold at a park location. The park location is displayed on your phone LCD screen:

```
Parked at: 4
```

   You are no longer connected with the caller and your phone returns to the idle state.

To retrieve a parked call, follow these steps:

1. From an idle phone, lift the handset.

   This will select the next available Line Appearance. Select a memory key programmed with the **Park/Retrieve** feature. The phone LCD screen displays:

```
Park Location:
```

2. Enter the required park location using the phone keypad.

   The system connects you with the caller who was on hold at the park location. The LCD screen now displays the caller's name (if known) or number.

```
Robin Jones
```

Note: To cancel the retrieval of the parked call, press the key.
If you enter a park location where there is no caller on hold, the phone LCD will briefly display "No Parked Call".
There are nine park locations available (1 through 9). If all park locations are in use when you try to park a call, the phone LCD will briefly display "Park Locations Full" and the call will be placed on hold.
If the call is left parked for 30 seconds, the phone of the person who parked the call will beep and the phone's LCD will briefly display "Call parked at: " with the park location number to remind you that the call has not been retrieved.

Speaker on the 5212 IP phone

Using Speaker, you can turn the speakerphone on your phone on and off. To use Speaker, press the key.

Transfer call on the 5212 IP phone

Using Transfer, you can transfer a call from one phone to another. To transfer a call, follow these steps:

1. While on an active call, press the key. The system places the call on hold, and the LCD screen displays:

   ```
   Transfer To:
   ```

2. Enter the extension or phone number of the person to whom you wish to transfer, or press a **One-Touch Speed Dial** button.

   ```
   Transfer To: 415
   ```

3. Press the key once you hear ringing. The LCD screen displays the message "Transfer Complete" for approximately five seconds before returning to an idle state.

Note: Instead of pressing the key immediately you can wait until the destination answers and then press the key.

If you enter an invalid extension during a transfer, the LCD screen displays "Invalid Extension". To reconnect with the caller, follow these steps:

1. Press the key.
2. Press the flashing **Line Appearance** key.
3. Try to transfer the call again.

If you choose not to complete the transfer, press the key, then press the flashing **Line Appearance** key to retrieve the original call.

Transfer to voice mail from the 5212 IP phone

If your administrator has configured an auto attendant for voice mail deposit, you can transfer a caller directly to a co-worker's voice mail box.

To transfer a call to voice mail, follow these steps:

1. While on an active call, press the key. The system places the call on hold, and the LCD screen displays:

   ```
   Transfer To:
   ```

2. Enter the extension of the auto attendant that your administrator has created for voice mail deposit.
3. Select the auto attendant voice mail deposit option and enter the extension of the co-worker to whom you are transferring.
4. Press the key to complete the transfer. The LCD displays the message "Transfer Complete" for approximately five seconds before returning to an idle state.

Twinned Calls on the 5212 IP phone

If you have configured your phone to be twinned to another external phone (the twinning target), then incoming calls will ring the other phone as well.

If you answer the call on your desk phone, the twinning target phone will stop ringing.

If you answer the call on your twinning target phone, the Line Appearance key on your desk phone will remain lit. To pull back the call to your desk phone, simply press the corresponding Line Appearance key. The call will be dropped from the twinning target phone and you will be connected on your desk phone.

Note that if neither your desk phone nor the twinning target phone answers an incoming call, your call coverage setting will determine what happens to the call (See “Call Coverage” on page 100). If the other phone has a voice message service associated with it, then your twinning target phone's voice message service may answer the call first. If you want to avoid this situation, then you should ensure that your call coverage is configured to answer calls before the twinning target phone.

See “Twinning” on page 101.

Voice mail on 5212 IP phone

To access your voice mail box for message retrieval or mail box administration such as changing your voice mail greeting or password, press the key and follow the audio instructions.

If your administrator has created an auto attendant with a voice mail retrieval option and associated it to an external number, you can access your mail box from any phone by dialing the external number and then selecting the voice mail retrieval option. You are prompted for your extension, then connected to your voice mail box.

Volume control on the 5212 IP phone

Use volume control to change ring volume, handset volume, and speaker volume.

Note: The ring, handset, and speaker volumes return to their default settings if the phone loses power.

Change ring volume on the 5212 IP phone

To change the ring volume on your phone, follow these steps:

1. From another phone, make a call to your extension.
2. While it is ringing, repeatedly press the keys until the ring volume is at the level you want.

Change handset volume on 5212 IP phone

To change the volume of the sound you hear through the handset, follow these steps:

1. Lift the handset. You will hear dialtone.
2. Repeatedly press the keys until the volume is at the level you want.
3. Replace the handset.

Change speaker volume on 5212 IP phone

To change the volume of the sound you hear through the speaker, follow these steps:

1. Press the **Speaker** button. You will hear dialtone.
2. Repeatedly press the keys until the volume is at the level you want.

Using the Telematrix 3000 phone

This section describes the Telematrix 3000 phones. To set up your new phone service, see “Initial setup for Telematrix 3000 phone” on page 72. For a description of your phone, see “Telematrix 3000 phone” on page 72. Other topics covered in this section are:

- “Answering a second call on the Telematrix 3000” on page 74
- “Making a call on the Telematrix 3000” on page 74
- “Using features via the Telematrix 3000” on page 75
- “Volume control on the Telematrix 3000” on page 83
- “Voice mail on the Telematrix 3000” on page 83

Telematrix 3000 phone

The Telematrix 3000 phone has the following features:

- Key pad
- Message, Redial and Conference feature keys
- 12 Memory keys including 2 Line Appearance keys
- Volume Keys
- Message waiting indicator
- Handset
- Microphone/Speaker for handsfree operation
- Hold key
- Mute key

Figure 5: Telematrix 3000 IP phone

Initial setup for Telematrix 3000 phone

To set up your new phone service, follow these steps:

- Activate your phone. See “Activating a Telematrix 3000 phone” on page 73.
- Perform a Quick Set-up. See “Quick set-up” on page 89.

Activating a Telematrix 3000 phone

To activate a Telematrix 3000 phone you must physically connect the phone, then log in with your extension and PIN number.

To activate your phone, follow these steps:

1. Unplug your computer from the network.
2. Plug the phone into the network (through the supplied power pack - consult the documentation provided in the box).
3. Plug the computer into the phone.
4. Plug the phone power pack into an outlet.
5. Wait for the lights on the phone to stop flashing (this may take 30 seconds or more):
6. Enter ***00<your extension><your PIN>#**. For example, if your extension is 123 and your PIN is 9876, enter *001239876#

You have now successfully activated the phone, and can make calls.

Answering a call on the Telematrix 3000

When an incoming call is received on a phone, the phone rings, and a Line Appearance flashes.

You can answer an incoming call by using the handset or the speakerphone. See “Using the Telematrix 3000 handset” on page 73. See also, “Using the Telematrix 3000 speakerphone” on page 73.

You can pull back a call that has been answered by a twinned target phone by pressing the corresponding Line Appearance key. See “Twinned Calls on the Telematrix 3000” on page 83.

Using the Telematrix 3000 handset

To answer your phone using the handset, follow these steps:

1. Lift the handset.
2. Alternatively, you may choose to use one of the following methods:

- Press the flashing **Line Appearance** key.
- Press the speaker key on the Telematrix 3000 phone.

You have now answered the call.

Note: If you choose to ignore the incoming call and select a different line appearance, the line appearance continues to flash, but the phone stops ringing.

Using the Telematrix 3000 speakerphone

To switch from the handset to the speakerphone during a call, follow these steps:

1. Press the speaker key on the Telematrix 3000 phone.
2. Replace the handset.

3. To end a call while using the speakerphone, press the speaker key on the Telematrix 3000 phone.

Switch from speakerphone to handset on the Telematrix 3000

- To switch from the speakerphone to the handset during a call, pick up the handset.
- To end the call while using the handset, replace the handset.

Answering a second call on the Telematrix 3000

A second incoming call causes the phone to ring once, and a line appearance key to flash.

To answer a second call, choose one of the following:

- Press the flashing Line Appearance key. This puts the active call on hold and answers the second call.
- End the first call by replacing the handset. The phone will start ringing. Pick up the handset again to answer the second call.
- To switch between two active calls, press the flashing **Line Appearance** key. This puts the active call on hold and activates the other call.

Making a call on the Telematrix 3000

To make a call, follow these steps:

1. Lift the handset. This will select the next available Line Appearance.

   You can also start dialing the number without lifting the handset. This will automatically select the next available Line Appearance and operate in speakerphone mode.

2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

   When you finish dialing the number, the call is placed.

3. To end the call, replace the handset.

Note: To use the speakerphone for step 1, press an available **Line Appearance** key or the **Speaker** key instead of lifting the handset.
To end the call before you have completed dialing, choose one of the following:
Replace the handset if using the handset.
Select the **Speaker** key if using the speakerphone.

Making a second call on the Telematrix 3000

To make a second call while on an active call, follow these steps:

1. Press any available **Line Appearance** key. This puts the active call on hold, and provides dial tone for a second call.
2. To make an internal call, dial the extension. To make an external call, dial the prefix required for external dialing (usually 9) followed by the number you want to call.

   When you finish dialing the number the call is placed.

3. To switch between two active calls, press the flashing **Line Appearance** key. This puts the active call on hold, and activates the other call.
4. Ending one call keeps the second call on hold. To reconnect to the second call, press the flashing **Line Appearance** key.

Using features via the Telematrix 3000

This section explains the features available from your phone. Some of these features must be pre-programmed in order to be available. To learn how to program features to keys, see “Program memory keys” on page 93.

3-way call on the Telematrix 3000

Using 3-Way Call, you can set up a phone call among three separate phones.

To activate 3-Way Call, follow these steps:

1. While on an active call, press the conference key. This places the first call on hold, and selects an available Line Appearance.
2. Enter the phone number of the third party.

   The system dials the number.
3. Wait for the third party to answer the call.
4. Press the conference key again. The 3-Way Call is now activated.

Note: Until the conference key is pressed again, the first party will remain on hold and you can talk with the second party privately.
By putting a 3-Way Call on hold, the other parties can continue talking.
If you disconnect from the call, the remaining two parties will stay connected (Call transfer).
If you want the option to leave the conference and leave the two parties connected (when both parties are external), you must have the permission Redirect Inbound Call to External Number enabled. See “Permissions” on page 91.

Joining two calls on the Telematrix 3000

The 3-way call feature allows you to conference together two calls on your phone's Line appearances. To activate a 3-way call in these circumstances, follow these steps:

1. While on an active call, press the conference key.
2. Select the Line Appearance of the person on hold that is to be connected.
3. Press the conference key again. The 3-Way Call is now activated.

Account code speed entry on the Telematrix 3000

Account codes can be entered against incoming and outgoing calls to associate those calls with a particular client or account. Account code entry is accepted before a call is placed or during a call.

To use this feature, it must be enabled for your business and you must have a memory key programmed with **Account Code** and a pre-programmed account code.

To enter a pre-programmed account code before you place a call, follow these steps:

1. Select the **Account Code** key.
2. The next available line appearance is selected, and dial tone is heard
3. Proceed with making your call. See “Making a call on the Telematrix 3000” on page 74.

To enter a pre-programmed account code during a call, follow this step:

- Select the **Account Code** key.

Note: You can re-enter an account code for a call multiple times. The last account code entered is the account code that will be assigned to the call.
To cancel account code entry before the call is placed, replace the handset (or press the speaker key if using the speakerphone).
Account code speed entry during a call cannot be cancelled.
You cannot assign an account code to a call once it has been completed.

Redial on the Telematrix 3000

Using the Redial key, you can redial the most recently dialed number. Simply press the Redial key twice.

Company speed dial on the Telematrix 3000

Using Company Speed Dial, you can call a number from the External Directory by pressing a single memory key on your phone. To use this feature, you must have a phone key programmed with **Company Speed Dial**. See “Program memory keys” on page 93.

To make a call using the company speed dial, choose one of the following:

- Press the **Company Speed Dial** key for the number you want to call. The system will select the next available Line Appearance for you and activate the speakerphone.
- Activate the speakerphone and press the **Company Speed Dial** key.
- Select an available **Line Appearance**. This will activate the speakerphone. Press the **Company Speed Dial** key
- Lift the handset and press the **Company Speed Dial** key for the number you want to call.

Forwarding the Telematrix 3000

Using the following features, you can forward your phone:

- “Forward the Telematrix 3000 to auto attendant” on page 77
- “Forward the Telematrix 3000 to co-worker” on page 77
- “Forward the Telematrix 3000 to coverage” on page 77
- “Forward the Telematrix 3000 to number” on page 77

Forward the Telematrix 3000 to auto attendant

Using Forward to Auto Attendant, you can send all incoming calls to a selected auto attendant. Press the **Forward to AA** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to AA**. See “Program memory keys” on page 93.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to the auto attendant.

Forward the Telematrix 3000 to co-worker

Using Forward to Co-worker, you can send all incoming calls to a selected co-worker. Press the **Forward to Co-worker** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Co-worker**. See “Program memory keys” on page 93.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to your co-worker.

Forward the Telematrix 3000 to coverage

Using Forward to Coverage, you can send all incoming calls to the option you selected for your Call Coverage (see “Call Coverage” on page 100). Press the **Forward to Coverage** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Coverage**. See “Program memory keys” on page 93.

Note: If you have this feature turned on when you log out of your phone all your calls will be forwarded to coverage.

Forward the Telematrix 3000 to number

Using Forward to Number, you can send all incoming calls to a preset phone number. Press the **Forward to Number** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the phone is being forwarded.

To use this feature, you must have a key programmed with **Forward to Number**. See “Program memory keys” on page 93.

Note: If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission. For instructions about how to view your call permissions, see “Permissions” on page 91. If you have this feature turned on when you log out of your phone all your calls will be forwarded to the number defined.

Handsfree answerback on the Telematrix 3000

Using **Handsfree answerback**, you can have intercom calls automatically answered so that you have a two-way speech connection. See “Intercom to co-worker on the Telematrix 3000” on page 78.

Press the **Handsfree answerback** key to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when the **Handsfree answerback** feature is turned on.

To be able to activate and deactivate this feature with a key, you must have a key programmed with **Handsfree answerback**. See “Program memory keys” on page 93.

You can also enable the feature without a key by checking the box for Handsfree Answerback on your Personal Details page. See “Change user details” on page 90.

Hold on the Telematrix 3000

Using Hold, you can put an active call on hold, and make other calls. The LED of the **Line Appearance** key flashes to indicate the call is on hold.

To place a call on hold, follow these steps:

1. While on an active call, press the hold key.

   The indicator light next to the active Line Appearance changes from green to red and flashes slowly.

2. To remove the call from hold, press the **Line Appearance** key.

Intercom to co-worker on the Telematrix 3000

Using Intercom to Co-worker, you can make a page to a selected co-worker that is broadcast through speaker on your co-worker's phone. Pick up the handset or select a Line Appearance key, then press the **Intercom to Co-worker** key to start the page to your co-worker. If you press the Intercom to Co-worker key with no line active, the next available line appearance key will automatically be selected. Note that if your phone is active on a call or in a ringing state, you must select an available line appearance key before pressing the **Intercom to Co-worker** key.

If your co-worker has the **Handsfree Answerback** feature configured and activated, then you will also be able to hear your co-worker speak. See “Handsfree answerback on the Telematrix 3000” on page 78.

To use this feature, you must have a key programmed with **Intercom to Co-worker**. See “Program memory keys” on page 93.

Join/Leave group on the Telematrix 3000

Using the Join/Leave Group feature you can join a Broadcast, Hunt, or Rollover call group of which you are a member, using your phone. Only the phones of members who are joined in the group ring when the call group is called.

- Press the **Join/Leave Group** key once to turn the feature on. Press the key a second time to turn the feature off. The LED on the programmed key indicates when you are logged into the call group.

To use this feature, you must have a key programmed with **Join/Leave Group**.

Line appearance on the Telematrix 3000

Line Appearance keys are required in order to receive incoming calls and to make outgoing calls. The LED on the programmed key indicates the status of the Line Appearance.

- Key is unlit - the Line Appearance is available for an incoming or outgoing call.
- Key is flashing green with a ring tone - an incoming call is available to be answered.
- Key is flashing red without a ring tone - a call is on hold.
- Key is solid - a call is active. If this is green, then a call is active. If this is red, then a twinned call is active on the twinned target phone.

When you have multiple Line Appearance keys, they are ordered from left to right, bottom to top. An incoming call will appear on the first available Line Appearance key.

Your phone will normally have two or three pre-programmed Line Appearances. To handle more simultaneous calls, you must program additional keys with **Line Appearance**. See “Program memory keys” on page 93.

Message on the Telematrix 3000

Using the Message key, you can connect directly to voice mail to retrieve messages or manage voice mail options. The Message Waiting indicator on the key lights up if messages are waiting.

Monitor Groups on the Telematrix 3000

Using the Monitor Groups feature, your calls can be monitored and answered by other users or you can have your phone monitored for activity. To enable the Monitor feature, contact your administrator and provide a list of users that you would like to have monitor your calls or phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part.

If you requested to have your calls monitored, calls to one or more of your Line Appearances will automatically ring on your Monitor group member phones provided that they have configured the appropriate number of **Monitor Calls** or **Monitor Call Silent** keys on their phone.

When a member of your Monitor group has answered one of your calls, the Line Appearance on your phone will still indicate the state of the call.

- A flashing key without a ring tone indicates that the call is on hold.
- A lit key indicates that the Line Appearance is in use.

If you requested to have your phone monitored, when your phone is in use the group members phones will show a lit LED against the **Monitor Phone** key they have configured on their phone.

Note: By putting a call on hold, either the primary group member or other phones in the group can pick up the call.
Your call coverage still applies when you are in a monitor group.
A Monitor Phone key also acts a speed dial to the monitored extension.
Monitor Groups is only applicable to users who are using Mitel IP phones or the Telematrix 3000.

Monitor Call on the Telematrix 3000

Using the Monitor Call or Monitor Call Silent feature, you can monitor and pick up calls occurring on another user's phone. To use this feature,

- You must be a member of a Monitor group. A Monitor group defines the user that is being monitored (primary group member) and which users can monitor calls for the primary group member (secondary group members). Only the administrator can add a Monitor group or change the members of an existing Monitor group.
- You must have the same number of phone keys programmed with **Monitor Call** or **Monitor Call Silent** as the number of simultaneous calls that you want to monitor on the primary group member's phone. The maximum number of simultaneous calls that you can monitor for one Monitor Primary equals the number of Line Appearances that the Monitor Primary has programmed on their phone.

For example, if you have one **Monitor Call/Monitor Call Silent** key programmed for a Monitor Primary, you will only be able to monitor one incoming or outgoing call at a time. If you have two **Monitor Call/Monitor Call Silent** keys programmed for a Monitor Primary, you will be able to monitor two incoming or outgoing calls at a time and so on. There is no direct correspondence between a **Monitor Call/Monitor Call Silent** key and a Line Appearance key on the Monitor Primary's phone. The Line Appearance that the first call occurs on (not necessarily the first Line Appearance) will be monitored by the first **Monitor Call/Monitor Call Silent** key, the Line Appearance that the second call occurs on (not necessarily the second line appearance) will be monitored by the second **Monitor Call/Monitor Call Silent** key and so on. See “Program memory keys” on page 93.

The **Monitor Call/Monitor Call Silent** key indicates the state of the Line Appearance on the primary group members phone that is being monitored. The only difference between **Monitor Call** and **Monitor Call Silent** is that your phone will not ring to indicate an incoming call to the Primary member. For example:

- A flashing **Monitor Call** key with a ring tone indicates an incoming call to the Line Appearance.
- A flashing **Monitor Call** key without a ring tone indicates that the call is on hold.
- A flashing **Monitor Call Silent** key without a ring tone indicates an incoming call to the Line Appearance or that the call is on hold.
- A lit **Monitor Call/Monitor Call Silent** key indicates that the Line Appearance is in use.

To answer a call occurring on the primary group member's phone, follow these steps:

1. When the **Monitor Call/Monitor Call Silent** key is flashing, lift the handset.
2. Press the **Monitor Call/Monitor Call Silent** key.

   or

Press the **Monitor Call/Monitor Call Silent** key to answer the call in speaker mode.

Note: By putting a call on hold, either the primary group member or other Monitor phones can pick up the call.

Monitor Phone on the Telematrix 3000

Using the Monitor Phone feature, your phone can be monitored by other users. To enable the Monitor Phone feature, contact your administrator and provide a list of users that you would like to have monitor your phone. The administrator will create a Monitor group in your name with the people in your list as members of the group. There is no other action that needs to be taken on your part. When you are using your phone members of your call group will be able to see that the phone is in use provided that they have programmed a memory key to view activity on your phone.

When you use your phone a member of your Monitor group will see the LED of the memory key that they have programmed to monitor your phone light up.

Mute on Telematrix 3000

Using Mute, you can silence any sound from the phone. This does not prevent incoming sound from being heard. Press the Mute key during a call to activate Mute. The LED on the key indicates when Mute is active.

One touch speed dial on the Telematrix 3000

Using One Touch Speed Dial, you can make a call to a pre-programmed number. To use this feature, a programmable key must be programmed as a **One Touch Speed Dial**. See “Program memory keys” on page 93.

To use One Touch Speed Dial, choose one of the following:

- Lift the handset and press the **One Touch Speed Dial** key.
- Press an available **Line Appearance** key, to activate the speakerphone, and then press the **One Touch Speed Dial** key.
- Press the **One Touch Speed Dial** key. This will select an available Line Appearance and activate the speakerphone.

Page on the Telematrix 3000

Using Page, you can send a page to all of the phones at your site. The page is broadcast through the speaker of each available phone. To use this feature, you must have a memory key programmed as a Page key. See “Program memory keys” on page 93.

To page all of the phones at your site, follow these steps:

1. Select a memory key programmed with the **Page** feature.

   When the system is ready for you to begin your page, you will hear an alert tone.

2. Speak into the handset or the speakerphone.
3. To end the page, you have the following options:
   - Replace the handset if using the handset.
   - Select the Speaker key if using the speakerphone.

Note: A page will not be broadcast on phones that are busy.
If you select Page while there is already a page in progress, the system will wait until the page in progress is completed before your page is started. You will hear ringing while you are waiting.

Speaker on the Telematrix 3000

Using Speaker, you can turn the speakerphone on your phone on and off. To use Speaker, press the Speaker key

Transfer call on the Telematrix 3000

You can transfer a call from one phone to another by using the Conference key. To transfer a call, follow these steps:

1. While on an active call, press the Conference key. The system places the call on hold.
2. Enter the extension or phone number of the person to whom you want to transfer, or press a **One-Touch Speed Dial** button.
3. Wait for the person to answer.
4. Press the Conference key once the second call is answered.
5. Hang up your phone. The call will then be transferred to the remaining two parties.

If you enter an invalid phone number during a transfer, follow these steps:

1. Replace the handset (hang-up).
2. Press the flashing **Line Appearance** key.
3. Try to transfer the call again.

Transfer to voice mail from the Telematrix 3000

If your administrator has configured an auto attendant for voice mail deposit, you can transfer a caller directly to a co-worker's voice mail box.

To transfer a call to voice mail, follow these steps:

1. While on an active call, press the Conference key. The system places the call on hold.
2. Enter the extension of the auto attendant that your administrator has created for voice mail deposit.

3. Select the auto attendant voice mail deposit option and enter the extension of the co-worker to whom you are transferring.
4. Press the Conference key to conference all three parties together.
5. Replace the handset (or press the Speaker key if you are in speakerphone mode) to complete the transfer.

Twinned Calls on the Telematrix 3000

If you have configured your phone to be twinned to another external phone (the twinning target), then incoming calls will simultaneously ring the other phone as well.

If you answer the call on your desk phone, the twinning target phone will stop ringing.

If you answer the call on your twinning target phone, the Line Appearance key on your desk phone will remain lit. To pull back the call to your desk phone, simply press the corresponding Line Appearance key. The call will be disconnected from the twinning target phone and you will be connected on your desk phone.

Note that if neither your desk phone nor the twinning target phone answers an incoming call, your call coverage setting will determine what happens to the call (See “Call Coverage” on page 100.). If the other phone has a voice message service associated with it, then your twinning target phone's voice message service may answer the call first. If you want to avoid this situation, then you should ensure that your call coverage is configured to answer calls before the twinning target phone's voice message service.

See “Twinning” on page 101.

Voice mail on the Telematrix 3000

To access your voice mail box for message retrieval or mail box administration such as changing your voice mail greeting or password, press the Message key and follow the audio instructions.

If your administrator has created an auto attendant with a voice mail retrieval option and associated it to an external number, you can access your mail box from any phone by dialing the external number and then selecting the voice mail retrieval option. You are prompted for your extension, then connected to your voice mail box.

Volume control on the Telematrix 3000

Use volume control to change ring volume, handset volume, and speaker volume.

Note: The ring, handset, and speaker volumes return to their default settings if the phone loses connectivity to the LAN.

Change ring volume on the Telematrix 3000

To change the ring volume on your phone, follow these steps:

1. From another phone, make a call to your extension.

2. While it is ringing, repeatedly press the Volume keys until the ring volume is at the level you want.

Change handset volume on the Telematrix 3000

To change the volume of the sound you hear through the handset, follow these steps:

1. Lift the handset.
2. Repeatedly press the Volume keys until the volume is at the level you want.
3. Replace the handset.

Change speaker volume on the Telematrix 3000

To change the volume of the sound you hear through the speaker, follow these steps:

1. Press the **Speaker** button.
2. Repeatedly press the Volume keys until the volume is at the level you want.

Using a headset

The Mitel 5020/5220 and 5224 IP phones support the use of specially designed headsets made by Plantronics. The following headset types are available:

- Monaural over-the ear
- Binaural over-the head with voice tube
- Binaural over the head with noise canceling microphone

Some headsets are all supplied with a control switch that can be used to mute the microphone.

Connect and configure the headset

To connect the headset to the Mitel 5224 or 5020/5220 IP phone, follow these steps:

1. Plug the headset into the headset jack on the back of the 5224/5220 set.
2. Remove the handset from the cradle. You can hook it over the top of the set cradle.
3. Press the **DIR** softkey, then the **QUIT** softkey to take the phone to an on-hook (or idle) state.

Answer a Call

To answer a call while using the headset, press the Line Appearance key or the **ANSWER** softkey.

End a Call

To end a call while using the headset, press the **END** softkey.

Mute

To mute the microphone, press and hold the control switch if it has one.

To make a call

To make a call while using the headset, press a Line Appearance key and dial the number. line. You can also use dial, directory dial, and speed dial features. See the section for making a call for your phone model in this guide.

Switching to the handset

To divert the operation back to the handset, the user can either

- Disconnect the headset from the phones jack or
- Use an external headset adapter box which has a dedicated headset/handset switch.

Using a Programmable Key Module

A Programmable Key Module (PKM) provides additional memory keys to those provided on your phone. The system supports the Mitel 5412 PKM which provides an extra 12 additional memory keys and the Mitel 5448 PKM which provides an additional 48 memory keys. If required you can have up to two 5448 PKM units on one phone. To attach the PKM to a 5020/5220 or 5224 IP phone follow the instructions that are provided in the box.

To program the memory keys on the PKM, see the section “Program memory keys on PKM” on page 94.

Mitel 5310 IP Conference Unit

The Mitel 5310 IP Conference Unit connects to the headset port of the Mitel 5224 IP Phone and is designed to provide optimal performance in any office to a maximum of 15 feet by 25 feet (4.5 meters by 7.6 meters).

Features of the conference unit include

- Acoustic beam-forming technology to locate the direction of speech
- Noise reduction and automatic gain control to eliminate background noise
- Presentation mode that locks the microphone array to the current speaker
- Seven dual color LEDs that provide visual confirmation that the unit has picked up the speaker's voice.
- Power supply from a 24V DC wall adapter
- Side-control unit with fixed function keys
- Optional mouse controller is available

Figure 6: Mitel 5310 Conference unit attached to 5224 IP phone

Using other phones

This phone system supports usage of other phones using the SIP protocol. Not all features are supported on other phones. Consult the other phone's documentation.

Personalizing phone usage via the web

Using Internet Explorer 6 or later or Mozilla Firefox 1.5.0.4 or later, individual phone users can personalize their phone systems using the web administration interface. With the exception of the Login page, all of the web pages share the same layout. On each web page, you will see a header, footer, a left pane, and a right pane. The left pane shows the choices for navigating the pages. The right pane shows the details.

Figure 6: “User Home page” on page 87 illustrates the user window:

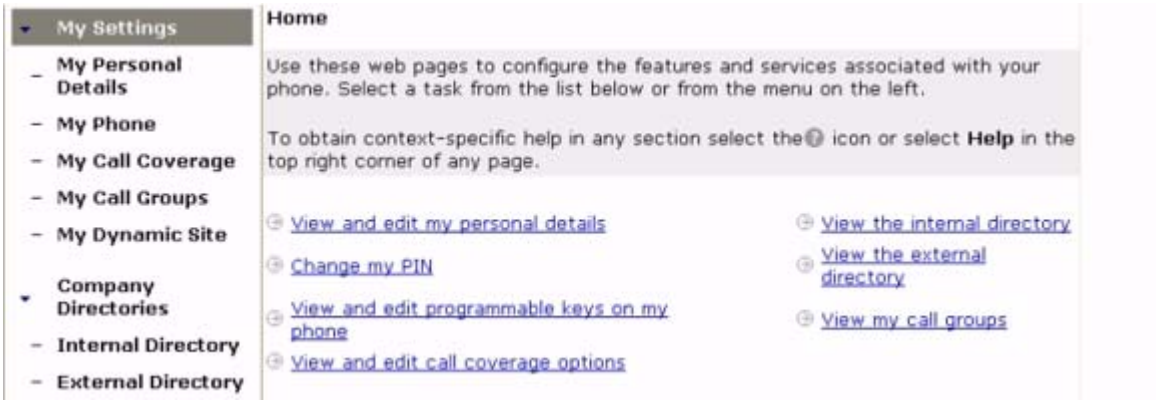

My Settings
My Personal Details
My Phone
My Call Coverage
My Call Groups
My Dynamic Site
Company Directories
Internal Directory
External Directory
Home
Use these web pages to configure the features and services associated with your phone. Select a task from the list below or from the menu on the left.
To obtain context-specific help in any section select the icon or select Help in the top right corner of any page.
View and edit my personal details
Change my PIN
View and edit programmable keys on my phone
View and edit call coverage options
View the internal directory
View the external directory
View my call groups

Figure 7: User Home page

You should always use the appropriate left hand menu link or button or link on your screen to navigate through the web interface. You should never use the "Back" button on your browser since the information and actions from a previous page may no longer be valid.

Web login

To log in to the web administration interface, you need four things: (1) your extension, (2) your PIN, (3) the Login URL, and (4) a web browser (Internet Explorer 6.0 or later or Firefox 1.5.0.4 or later) which connects to the Internet. These are all available from your administrator.

To log in to the web administration interface, follow these steps:

1. Type the Login URL in a web browser.
2. Type your User ID (your extension) in the Login screen. Check the **Remember my User ID** check box to avoid entering this information each time you log in. To disable this option, deselect the **Remember my User ID** check box.
3. Type your PIN.
4. Select the **Login** button.

Note: If you are logged into the application and attempt to log in again, the application logs you out of the first session and logs you in to a new session. The system displays the message, "System has detected older open session for this user”, which has been invalidated upon current login.
You will be logged out of the web if your computer is idle for 30 minutes or more.

To stop the security alert at log in

A Security Alert may appear when you log in if the security certificate that is being used has not been identified as a trusted source on your computer. If you trust the source and do not want to see the Security Alert each time you log in, follow these steps:

1. Select the **View Certificate** button on the Security Alert window.
2. Select the **Install Certificate** button on the Certificate window.
3. Follow the install certificate prompts.
4. Select the **OK** button on the Certificate window.
5. Select the **Yes** button on the Security Alert window.

Forgotten PIN

If you forget your PIN, a new one can be sent to you by email.

To request a new PIN, follow these steps on the login page:

1. Type your User ID.
2. Select **Forgot Your PIN?**

A new PIN will be sent to the email address specified on your My Personal Details page. If you do not receive an email with your PIN, contact your administrator.

Note: You will not receive a new PIN by email if you have not entered a valid email address on your **Personal Details** page or if your company has not been configured for email PIN notification. Contact your system administrator to request a new PIN.

Change PIN

To change your PIN, follow these steps:

1. Select **My Personal Details** in the Navigation pane.
2. Select the **Save and Change PIN** button at the bottom of the page. A Change PIN pop-up window will be displayed.
3. Type your old PIN.
4. Type a new PIN.
5. Type the new PIN again.
6. Select the **Save** button.

You will be returned to the My Personal Details page appears with the message “Successfully Saved” confirming that your PIN has been changed.

The Change PIN window refreshes, clearing all fields, and displaying an error message in the following cases:

- You enter an invalid old PIN. The error message will read, “Invalid old PIN.”

- You enter a new PIN that does not meet the criteria. The error message will read, “New PIN is not valid according to the specified rules.”
- The new PIN you re-typed does not match the new PIN. The error message will read, “Please correctly re-type your PIN.”

Note: A PIN must consist of between four to ten digits. A PIN is numeric and must not contain spaces, letters, or special characters. Your new PIN cannot be the same as your old PIN.

Web logout

To log out of the Web, follow these steps:

1. Select **Logout** in a Global Navigation menu bar from any screen in the application.
2. The Logout page will be displayed, with the message, “You are now successfully logged out of *application name*.” A link to the Login page is provided.

Note: Closing all browser windows automatically logs you out of the Web. You will be logged out of the Web if your computer is idle for 30 minutes or more.

Quick set-up

To quickly set up your phone service, follow the steps provided below:

To record your name for the Auto Attendant Name prompt, follow these steps:

1. Log in to the web interface (see “Web login” on page 87).
2. Select the **My Personal Details** option in the navigation pane.
3. Select the **Record** button on the Personal Details page.

   A Record Prompt pop-up window is displayed. Confirm that the extension displayed matches that of the phone you will be using. If the extension does not match, type the appropriate extension.
4. Select the **Call** button.
5. When your phone rings, lift your handset to answer.
6. Listen to a brief set of audio instructions, "Please record your message after the tone. When you are finished, press "#" for more options."
7. When you hear the tone, say your name into the handset to record your name announcement.
8. Press the # key when you are finished.
9. Choose from the following options:
   - To replay greeting press **1**.
   - To save greeting press **2**.
   - To re-record greeting press **3**.

- To exit without saving press ***.

10. Press **2** to save the name announcement.
11. Replace the handset.
12. Select the **Close** button on the pop-up window.

To set-up Call Coverage, follow these steps:

1. Select **My Call Coverage** in the navigation pane.
2. Select one of the following options: My Voice Mail, My Auto Attendant, My Co-worker, or Another Phone Number.
3. If you selected **My Auto Attendant**, choose an auto attendant from the drop-down list. If you selected **My Co-Worker**, choose a co-worker from the drop-down list. If you selected **Another Phone Number**, enter a phone number for call coverage.
4. Choose the number of rings.
5. Select the **Save** button to save the information.

Note: External numbers entered as Another Phone Number for Call Coverage must include the appropriate prefix for external dialing. This prefix is usually the number "9". Contact the system administrator for assistance.

Change user details

All user details, except extensions and permissions, can be changed.

To change your personal user details, follow these steps:

1. Select **My Personal Details** in the Navigation pane. The Personal Details page is displayed with your personal details in the **My Information** section.
2. Make the changes of your choice in the following fields: First Name, Last Name, Email, Home Phone, Mobile Phone, Language for Phone and Handsfree Answerback. You cannot make changes to the Extension field.
3. Select the **Save** button to save the information.

Record your name for the Auto Attendant

Callers hear your recorded name announcement as confirmation when they use the auto attendant name directory to contact you.

Note: The recorded announcement is for the auto attendant. It is not your voice mail greeting.

To record, or re-record your name announcement, follow these steps:

1. Log in to the web administration interface.
2. Select **Personal Details** in the left menu.

3. Select the **Record** button in the **Automated Attendant Prompt** section.

   A Record Prompt pop-up window is displayed.

4. Confirm that the extension displayed matches the phone you want to use. If the extension is not the same, enter an alternate extension.
5. Select the **Call** button.
6. When your phone rings, lift the handset to answer.
7. Listen to a brief set of audio instructions: “Please record your message after the tone. When you are finished, press # for more options”.
8. When you hear the tone, record your name into the handset.
9. When you are finished, press the # key.

   The system plays the following set of options:

   - To listen to the recording, press **1**.
   - To save the recording, press **2**.
   - To re-record, press **3**.
   - To exit without saving changes, press ***.

10. Press **2** to save the name announcement.
11. Replace the handset.
12. Select the **Close** button on the pop-up window.

Permissions

Permissions control what types of calls you can make at different times.

To view your permissions, follow these steps:

1. Select **My Personal Details** in the navigation pane.
2. The Personal Details page will be displayed. Your permissions can be found in the **My Permissions** section of the page.
3. Permission types are displayed in a table on the vertical axis, and Business Hours on the horizontal.

Note: Only the system administrator can change permissions and business hours.

Permission types

The permission types are shown in Table 1.

Call Type	Definition
Emergency (911)	Calls to the number used to report an emergency. In North America, this number is 911. This permission is active for all users at all times.
Internal	Calls to another extension within the same business.
International	International calls to which long-distance charges apply.
Local (external)	Calls within the local calling area of your business. No long-distance charges apply.
Long Distance	Calls outside the local calling area of your business and outside of your region. Long-distance charges apply.
Operator Assisted	Calls in which the operator is involved, typically resulting in long-distance charges.
Regional	Calls outside the local calling area of your business and within your region. Long-distance charges apply.
Toll Free (1-800)	Long-distance calls to which no charges apply. Typically, these numbers begin with 1-800.
Toll Premium	Calls to a toll number to which charges apply. Typically, these numbers begin with 1-900.
Other	
Redirect inbound call to external number	Allow call coverage, three-way calls, transfer or forward of external calls to an external phone number. Prerequisite: permission to make the external call itself.
Select Long Distance Provider	Include a long-distance provider code as part of the dialed digits for a long distance call. Prerequisite: permission for Long Distance and/or International calls.
Select Regional Provider	Include a long-distance provider code as part of the dialed digits for a long-distance call within your region. Prerequisite: permission for Regional calls.

Configure phone

To view your phone's current configuration, select **My Phone** in the Navigation pane.

The following options are provided to make configuring your phone easier:

- Program memory keys to quickly activate features from the phone. See "Program memory keys" on page 93.
- Select a key mapping profile to configure keys. See "Select key mapping profile" on page 100.
- Print phone labels for all the programmed phone keys. See "Print phone labels" on page 100.

Program memory keys

Any features that you that you assign to the memory keys will remain associated with your extension regardless of which phone model you log into. This means that if you program memory keys on the web interface when selecting a model with a large number of programmable memory keys (such as the Mitel 5224 IP phone), and then log in to a model that has fewer programmable memory keys (such as the Mitel 5212 IP Phone), then some of the keys (the left hand column) will not be visible to you (although any of the programmed memory keys could be active).

To program features to memory keys, follow these steps:

1. Select **My Phone** in the left menu.

   The My Phone page appears.

2. Select the phone model from the **Phone Model** drop-down list. The phone model that you are currently logged into will have an * beside the name.

   You should not need to change this. Supported phone models include: Mitel 5020 IP Phone, Mitel 5220 IP Phone, Mitel 5220e IP Phone, Mitel 5212 IP Phone, Mitel 5224 IP Phone, Mitel 5340 IP phone, and the Telematrix 3000.

3. Select the memory key that you want to program by moving the mouse icon over the button and left-click.

   The **Program Memory Key Details** page appears.

4. Complete the following fields:
   - **Feature:** Select the feature to be programmed.
   - **Label:** (Optional) Type in a description. If no description is typed the system default will be applied.
   - **Details:** Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
   - **Status:** (Only appears with the Forward features). Select Active or Inactive. You will be able to activate or deactivate the feature by pressing this memory key on the phone once it is programmed.

5. Select the **Save** button to save the information.

6. Select the **Close Window** button to close the window.

   Your phone key profile is updated.

7. Repeat steps **3**-**6** for each memory key to be programmed.

Note: To cancel your changes, select the **Close Window** button instead of the **Save** button in step 5.

Program memory keys on PKM

To program the memory keys on a Programmable Key Module (PKM), follow these steps:

1. Select **My Phone** in the left menu.

   The My Phone page appears.

2. Select the PKM module from the **Phone Model** drop-down list.

   Your options include Mitel 5412 PKM, Mitel 5448 PKM - 1, or Mitel 5448 PKM - 2. If you are programming one 5448 PKM choose the Mitel 5448 PKM - 1 option. If you are programming a second 5448 PKM choose the Mitel 5448 PKM - 2 option.

3. If you are programming a Mitel 5448 PKM, select the section of keys that you want to program. The choice is Left Bank or Right Bank.

4. Select the memory key that you want to program by moving the mouse over the button and left-click.

   The Program Memory Key Details page appears.

5. Complete the following fields:
   - **Feature**: Select the feature to be programmed. You cannot program a Line Appearance on a PKM.
   - **Label:** (Optional) Type in a description. If no description is typed the system default will be applied.
   - **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.
   - **Status**: Only appears with the Forward features. Select Active or Inactive. You will be able to activate or deactivate the feature by pressing this memory key on the phone once it is programmed.

6. Select the **Save** button to save the information or select the **Close Window** button to cancel your changes.

7. Select the **Close Window** button to close the window.

   Your phone key profile is updated.

8. Repeat steps **3**-**6** for each memory key to be programmed.

Note: The LEDs on the PKM are the same as on the phone except that they are always red.

Programmable memory key features

Table 1 shows the features available to program on a memory key by a user and a description of the fields required. Only the memory keys on your phone can be custom configured. Options that require an LED memory key are labeled LED.

Feature	Description	Default Label	Details	Status
Default	Assign the default option if you have customized a preset key configuration and want to return a previously customized key back to its default value.	Unassigned	N/A	N/A
Account Code	Assign the Account Code option to a memory key to associate an account code to a call before or during the call. Note: The Account Code option is not displayed if the Account Codes feature is not enabled for your business.	Account Code	1. Leave the details box blank if you want to be prompted for an account code after selecting the Account Code key. 2. Type an account code if you want the Account Code key to behave like an Account Code Speed Dial key. In this case when you select the Account Code key, the account code that you entered is automatically assigned to the call.	N/A
Forward to AA (LED)	Assign the Forward to AA (Auto Attendant) option to a memory key to forward all incoming calls to the Auto Attendant. To turn the Forward to AA feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled. Note: This option is displayed when the administrator has configured the system with auto attendants.	Forward to (AA number)	Select one of the Auto Attendants from this list to enable the Forward to AA option.	Select Active or Inactive
Forward to Co-worker (LED)	Assign the Forward to Co-worker option to a memory key to forward all incoming calls to a co-worker. To turn the Forward to Co-worker feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to ***(Extension number)	Select a user from this list to enable the Forward to Co-worker option.	Select Active or Inactive
Forward to Coverage (LED)	Assign the Forward to Coverage option to a memory key to forward all incoming calls directly to the call coverage you have set up. To turn the Forward to Coverage feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to Coverage	None	Select Active or Inactive

Feature	Description	Default Label	Details	Status
Forward to Number (LED)	Assign the Forward to Number option to a memory key to forward all incoming calls to a user defined phone number. To turn the Forward to Number feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to *****(number entered in details field)	Type the phone number that you want to have your calls forwarded to into the text box to enable the Forward to Number option. Note: If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission.	Select Active or Inactive
Forward to Prompt (LED)	Assign the Forward to Prompt option to a memory key to forward all incoming calls to a user defined phone number. To turn the Forward to Prompt feature on, select the associated memory key and, using the phone keypad, type in the number to which you would like to have your calls forwarded. When the memory key LED is lit, the feature is enabled. To turn the Forward to Prompt feature off, select the associated memory key and then the FWDOFF softkey or the # key on the telephone keypad.	Forward to *****(number entered in details field)	Type the phone number that you want to have your calls forwarded to into the details box. Note: If you forward your phone to an external phone number, you must have permission to make that external call and Redirect Inbound Call to External Number permission.	Select Active or Inactive
Company Speed Dial	Assign the Company Speed Dial option to a memory key to dial one of the phone numbers in your External Directory by pressing the memory key. Note: The Company Speed Dial option is displayed if the administrator has configured the system with speed dials.		Select one of the names from this list to enable the Company Speed Dial option.	N/A
Handsfree Answerback (LED)	Assign the Handsfree Answerback option to a memory key so that your phone can automatically answer an intercom call and set up a two-way speech path. Note: This option is displayed if the administrator has made it available to you.	Handsfree Answerback		Select Active or Inactive
Incoming Calls List	Assign the Incoming Calls List option to a memory key to allow you to see the list of recently received incoming calls to your extension. This has the same function as the CALLS softkey.	Incoming Calls List		
Intercom to Co-Worker (LED)	Assign the Intercom to Co-Worker option to a memory key to allow you to make a page directly to a co-worker's phone.	Intercom to *** (Co-worker's extension)	Select a user from this list to enable the Intercom to Co-Worker option.	
Intercom to Prompt (LED)	Assign the Intercom to Prompt option to a memory key to allow you to make a page to a co-worker's number that you enter from your phone's keypad after pressing the key.	Intercom to Prompt		

Feature	Description	Default Label	Details	Status
Join/Leave Group (LED)	Assign the Join/Leave Group option to a memory key to join and leave the selected Call Group by selecting the programmed memory key. The memory key LED is lit when you have joined the selected Call Group.	Join/leave Group	Select a Call Group from this list to enable the Join/Leave Group option. Note: The Join/Leave Group option is not displayed if you are not a member of a call group.	N/A
Line Appearance (LED)	Assign the Line Appearance option to a memory key to have a phone line from which you can receive calls, place calls and keep calls on hold. **Note:** Line Appearances are ordered bottom to top, right to left. Incoming calls will be presented on the first available Line Appearance based on the above order.	Line (followed by a number)	**Note:**You cannot program a Line Appearance on a PKM. **Note:** You cannot program a Line Appearance on pages two or three of a Mitel 5340 IP Phone.	N/A
				Page 3 of 6

Feature	Description	Default Label	Details	Status
Monitor Call (LED)	Assign the Monitor Call option to a memory key to monitor and answer calls occurring on another user's phone. For 5020/5220/5224 phones, see "Monitor call" on page 46. For the 5212 phone, see "Monitor Call on 5212 IP phone" on page 66. For the Telematrix 3000, see "Monitor Call on the Telematrix 3000" on page 80. Note that a Monitor Call Silent option is also available. Note: Program the same number of Monitor Call keys as the number of simultaneous calls that you want to monitor on the other user's phone. The maximum number of simultaneous calls that can be monitored equals the number of Line Appearances the other user has programmed on their phone. When you program multiple Monitor Call keys for the same Monitor group, they are ordered bottom to top, right to left. The first Monitor Call key will monitor the first call placed or received by the other user (not necessarily the first Line Appearance) and so on. Example: Number of Line Appearances programmed on the "monitored" user's phone: 4 Monitor Call keys programmed: 2 1. The "monitored" user selects his fourth Line Appearance to make a call when none of his other Line Appearances are in use. The first Monitor Call key is used to monitor this call. 2. An incoming call is received on the "monitored" user's first Line Appearance while the fourth Line Appearance is still in use. The second Monitor Call key is used to monitor this call. 3. A second incoming call is received on the "monitored" user's second Line Appearance while first and fourth Line Appearances still in use. This call is not monitored as there are only two Monitor Call keys programmed and they are both in use.	Monitor Call *** (extension number of user monitored)	Select the name of the user this key will be monitoring. Note: The Monitor call option is not displayed if you are not a member of a monitor group.	N/A
				Page 4 of 6

Feature	Description	Default Label	Details	Status
Monitor Call Silent (LED)	Assign the Monitor Call Silent option to a memory key to monitor and answer calls occurring on another user's phone. For 5020/5220/5224 phones, see "Monitor call" on page 46. For the 5212 phone, see "Monitor Call on 5212 IP phone" on page 66. For the Telematrix 3000, see "Monitor Call on the Telematrix 3000" on page 80. Note that a Monitor Call option is also available. Note: Monitor Call Silent behaves the same as Monitor Call with the exception that ringing is not used to indicate an incoming call. The Monitor Call Silent option can be used together with or independent of the Monitor Call option. Refer to the Monitor Call entry in this table for details related to programming this option.	Monitor Call Silent *** (extension number of user monitored)	Select the name of the user this key will be monitoring. If the list is empty you cannot program this feature to a key. Note: The Monitor Call Silent option is not displayed if you are not a member of a monitor group.	
Monitor Phone (LED)	Assign the Monitor Phone option to a memory key to monitor another user's phone to see when their phone is active. Any key that is assigned to monitor another phone also acts as a speed-dial to that phone. Note: Monitor Phone does not allow you to pick-up calls on another user's line.	Monitor phone *** (extension number of user)	Select the name of the user this key will be monitoring. Note: The Monitor phone option is not displayed if you are not a member of a monitor group.	
One Touch Speed Dial	Assign the One Touch Speed Dial option to a memory key to dial a user defined phone number by pressing the associated memory key.		Type the phone number that you want to dial to enable the One Touch Speed Dial option.	N/A
Page	Assign the Page option to a memory key so that you can send a page to all of the phones at your site. The page is broadcast through the speaker of each available phone.	Page	None	N/A
Park/ Retrieve	Assign the Park/Retrieve option to a memory key to put a call on hold at a park location such that it can be retrieved from any other phone at your business that has a memory key configured with the Park/Retrieve option. When you are on an active call, selecting a memory key programmed with the Park/Retrieve feature will park the call. When your phone is idle, selecting a memory key programmed with the Park/Retrieve feature will allow you to retrieve a parked call by entering the park location.	Park/Retrieve	None	N/A

Feature	Description	Default Label	Details	Status
Unas-signed	An Unassigned memory key has no action associated with it.	Unassigned	None	N/A
				Page 6 of 6

Select key mapping profile

To help with the programming of your phone keys, choose a key mapping profile with a number of pre-programmed keys. Selecting a Key Mapping Profile will remove any programming you may have done to your memory keys.

To select a Key Mapping Profile, follow these steps:

1. Select **My Phone** in the Navigation pane.
2. Select a **Key Profile** from the **Current Key Profile** drop-down list.
3. Select the **Reset** button.

   Your memory keys will be updated to contain the set of keys defined in the key profile.

Print phone labels

Using Print Phone Labels, you can customize and print labels for the programmable keys on your phone.

1. Select **My Phone** in the Navigation pane.
2. Select the **Print Key Labels** button at the bottom of the Information pane.

   A new window will open. A PDF Template file will open with templates and instructions for the phone labels.
3. Customize the labels and select the **Print** icon.

   You can cut out the labels and insert them under the plastic covers on your phone.

   You can save the file to your local drive for future use.
4. Close the browser window.

Call Coverage

Using Call Coverage, you can decide how your calls should be handled when you cannot answer them, including when you are logged out of your phone. To view your Call Coverage options, select the **My Call Coverage** option in the Navigation pane. If allowed for your phone, this page also allows you to set the twinning option which allows you to ring another phone (such as your cell phone) simultaneously with your desk phone.

To set-up or change Call Coverage, follow these steps:

1. Select one of the following options:

- My Voice Mail
- Auto Attendant, and select an Auto Attendant from the drop-down list
- My Co-worker, and select a Co-worker from the drop-down list
- Another Phone Number, and enter a phone number (including 9 if it is an outside call).

2. Select how many times you want the phone to ring before going to the coverage option.
3. Select the **Save** button to save the information.
4. To disable Call Coverage, select the **No Call Coverage** checkbox and then select the **Save** button to save the information.

Note: If you log out of your phone, the call coverage option that you last set up will applly unless you had call forwarding turned on.
If the Call Coverage option of your choice no longer exists (an Auto Attendant or Co-worker), your call coverage will default to No Call Coverage.
If you cannot select My Voice Mail, it is because your phone has not been configured for voice mail. See the system administrator.
If you configure your call coverage to an external phone number you must have permission to make that external call and Redirect Inbound Call to External Number permission.

Twinning

If the option is allowed by your administrator, you can configure twinning which allows you to ring another phone (such as your cell phone) simultaneously with your desk phone. To view your Twinning options, select the **My Call Coverage** option in the Navigation pane.

Follow these steps to set your twinning parameters:

1. Select the **Activate Twinning** checkbox
2. In the **Twinning Target** field, enter the phone number of the phone you want to ring in addition to your desk phone. Enter the number as you would normally dial it from your desk phone, including prefix digits.
3. Enter the maximum number of simultaneous calls you want sent to your twinning target in the **Maximum # of simultaneous calls to Target** field. Note that your desk phone can receive as many simultaneous calls as its number of Line Appearance keys.

WARNING: Do not configure your Twinning Target to be your own company phone number.

Call groups

Incoming calls to a call group have the opportunity to be answered by any member of the call group. The way the call is presented to the group members depends on the call group type. The four types of call groups are as follows:

- **Broadcast group** — all phones in the group ring simultaneously.
- **Monitor group** - all phones in the group ring simultaneously when a call comes in to the primary member of the group.
- **Hunt group** — phones in the group ring in sequence.
- **Rollover group** — first available phone in the group rings.

In all cases, the first phone to be picked up answers the call and stops the phones from ringing.

To view call groups of which you are a member, select **My Call Groups** in the Navigation pane.

To view the members of a particular call group, select the **Name** of the call group from the list.

Note: Only the administrator can add a call group, or change the members of an existing call group.

Join/leave call groups

You can join and leave a call group of which you are a member if the call group has been configured to allow joining and leaving. Only the phones of members who are joined in the group will ring when the call group is called.

To join or leave a call group of which you are a member using the web interface, follow these steps:

1. Select **My Call Groups** in the Navigation pane.

   Your status for each call group will be displayed in the **Status** column.

2. Select **In Group** to leave or **Out of Group** to join.

Note: Join and leave steps apply to Broadcast, Hunt and Rollover groups only.
If your status is not displayed as a link, it means that you do not have permission to leave the call group. Selecting this status will not cause a change. See the administrator.
You can also join/leave a call group (except a Monitor group) via a programmed join/leave memory key on your phone.

Directories

The phone system has two directories: the Internal Directory and the External Directory. Using each directory, you can

- sort users
- find users

- call users
- print the directory

View the internal directory

To view the Internal Directory, select **Internal Directory** in the Navigation pane.

View the external directory

To view the External Directory, select **External Directory** in the Navigation pane.

Sort directory list

You can sort a directory from either directory page.

To sort a list, select the column header of the field that you want to sort on. To reverse the sorting order, select the column header a second time.

Find a person in the internal directory

To find a person, follow these steps:

1. Select **Internal Directory** in the Navigation pane.
2. Type a First Name or Last Name in the appropriate field. You can enter the first few letters followed by a “*” to search for multiple names starting with the same letters.
3. Select the **Search** button.

Your search results are displayed. If there are multiple results, you can sort the results.

Note: To restore the entire directory list, select the **Show All** button.

Find an entry in the external directory

To find an entry in the external directory, follow these steps:

1. Select **External Directory** in the Navigation pane.
2. Type a Name or Phone Number in the appropriate field. You can enter the first few letters/numbers followed by a “*” to search for multiple entries.
3. Select the **Search** button.

Your search results are displayed. If there are multiple results, you can sort the results.

Note: To restore the entire directory list, select the **Show All** button.

Click to Call

To call a person or entry in the internal or external directory, follow these steps:

1. Select **Internal Directory** or **External Directory** in the Navigation pane.
2. Select a **Phone Number** or **Extension** to select a specific person or entry.

A Calling pop-up window is displayed with the Originating Extension set to your extension.

3. Confirm that the Destination Number displayed matches the phone number you want to use. If the number is not the same, enter an alternate number.
4. Select the **Call** button.

The call is initiated on the selected phone in speaker mode.

When the party you are calling answers the call, you can continue the call in speaker mode or you can lift the handset.

Note: If your call is not answered, terminate the call on your phone by lifting and replacing the handset or by selecting the **Speaker** key.

Print a directory

To print a directory, follow these steps:

1. Select **Internal Directory** or **External Directory** in the Navigation pane.

   Sorting the directory first will control the order of users in the printed directory.
2. Select the **Print List** button to display a printable version of the directory.
3. Select **Print** button in the browser window.
4. Return to the directory by selecting the **Close Window** button.

Dynamic site

The Dynamic Site Support feature allows telephone users to create their own dynamic site from any location with an IP connection to the service provider. The service provider can provision this capability for any telephone user. Your company administrator cannot provision this capability.

If this capability is enabled, you will be presented with an extra web page - "**My Dynamic Site**" on the web interface. By logging in to the web interface and selecting this new page, you will then be presented with the option to create a dynamic site or to release one. This capability requires that you have a specially configured phone provided by your service provider.

When you select the button to create a dynamic site, the system automatically detects the router to which your computer is connected and then provisions a site using that router address. You then re-boot your phone (disconnect and reconnect the power). It will obtain an IP address locally and then register with the phone service using the newly created dynamic site. The site persists as long as you are connected. If your phone is disconnected, the site will persist for a certain amount of time (typically 1 hour after the phone is disconnected and a minimum of 2 hours after the site was created).

When you select the button to release a dynamic site, the system deletes that site and logs out any user logged in at that site.

For information purposes, the "My Dynamic Site" page displays the IP address of your computer. It also displays the IP address of your dynamic site (the router address) if you have created one.

The following screen shows the controls and information displayed on the My Dynamic Site page:.

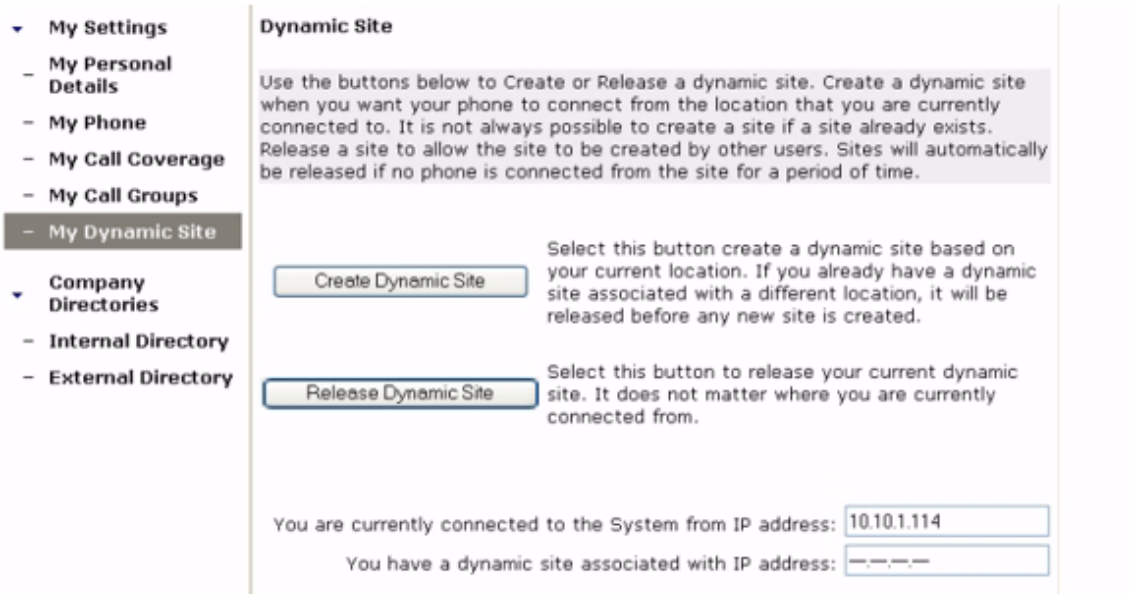

My Settings
My Personal Details
My Phone
My Call Coverage
My Call Groups
My Dynamic Site
Company Directories
Internal Directory
External Directory
Dynamic Site
Use the buttons below to Create or Release a dynamic site. Create a dynamic site when you want your phone to connect from the location that you are currently connected to. It is not always possible to create a site if a site already exists. Release a site to allow the site to be created by other users. Sites will automatically be released if no phone is connected from the site for a period of time.
Create Dynamic Site
Select this button create a dynamic site based on your current location. If you already have a dynamic site associated with a different location, it will be released before any new site is created.
Release Dynamic Site
Select this button to release your current dynamic site. It does not matter where you are currently connected from.
You are currently connected to the System from IP address: 10.10.1.114
You have a dynamic site associated with IP address: —.—.—.—

Figure 8: Dynamic site page

Create a dynamic site

To create a dynamic site, follow these steps:

1. Select **My Dynamic Site** in the left menu.
2. Select the **Create Dynamic Site** button.

   This will create a dynamic site based on the current location of your computer. If you already have a site associated with a different location, it will be released before any new site is created.

Release a dynamic site

To release a dynamic site, follow these steps:

1. Select **My Dynamic Site** in the left menu.
2. Select the **Release Dynamic Site** button.

   This will delete your current dynamic site regardless of where you are currently connected. It will also log you out from your phone.

View dynamic site information

To view your current dynamic site information, select **My Dynamic Site** in the left menu.

At the bottom of the page, you will see a line which specifies the address from which you are currently connected. This indicates the IP address of the computer from which you are currently logged in.This could be at your dynamic site or at a regular static site of your company.

At the bottom of the page, you will also see a line which specifies the dynamic site IP address. This will display the address of your dynamic site (the address of the router to which your computer is connected) or blank if you do not currently have a dynamic site.

Connect your phone on a dynamic site

Follow the normal steps to connect your phone on the network defined a your dynamic site.

If you connect your phone to a network that is not the one defined for your dynamic site, your phone will display “Not a Valid Site”.

Once your phone is connected, follow the normal steps to log in.

Web pages

This section describes the web administration pages.

My settings

The My Settings page acts as your home page, and is the first page you see when you log in. You will find a number of quick links listed here for common user actions:

- View and edit my personal details - See “Change user details” on page 90.
- Change my PIN - See “Change PIN” on page 88.
- View and edit programmable keys on my phone - See “Configure phone” on page 92.
- View and edit call coverage options - See “Call Coverage” on page 100.
- View the internal directory - See “View the internal directory” on page 103.
- View the external directory - See “View the external directory” on page 103.
- View my call groups - See “Call groups” on page 102.

My personal details

Using the My Personal Details page, you can perform the following tasks:

- View and edit your personal data including your name, email, home phone number, and mobile phone number. See “Change user details” on page 90.
- Record your name announcement. See “Record your name for the Auto Attendant” on page 90.
- View your call permissions See “Permissions” on page 91.
- Change your PIN. See “Change PIN” on page 88.

My phone

Using the My Phone page, you can perform the following tasks:

- View and change the settings of your phone keys. See “Program memory keys” on page 93.
- Select a default profile. See “Select key mapping profile” on page 100.
- Print phone key labels. See “Print phone labels” on page 100.

My call coverage

Using the My Call Coverage page, you can perform the following tasks:

- View and change your call coverage settings. See “Call Coverage” on page 100.
- If allowed for your phone, you can also view and edit your twinning options. See “Twinning” on page 101.

My call groups

Using the My Call Groups page, you can perform the following tasks:

- View all Call Groups to which you belong. See “Call groups” on page 102.
- View the members of Call Groups to which you belong. See “Call groups” on page 102.
- Join and leave Call Groups. See “Join/leave call groups” on page 102.

My dynamic site

If you have the dynamic site capability enabled for you, you can use the My Dynamic Site page to perform the following tasks:

- Create a dynamic site. See “Create a dynamic site” on page 105.
- Release a dynamic site. See “Release a dynamic site” on page 105.
- View current dynamic site information. See “View dynamic site information” on page 105.

See “Dynamic site” on page 104 for more information about dynamic sites.

Company directories

Internal directory

Using the Internal Directory page, you can search for and view all internal users and locations.

External directory

Using the External Directory page, you can search and view all entries in the External Directory/Speed Dials list.

Getting more help

Select **Getting more help** at the top of the Help window to access additional help.

Phone Messages

The LCD on the phones will display various messages that can indicate problems that are occurring. The purpose of this section is to provide the most common messages and the possible causes..

Phone Message	Cause	Resolution
`Extension ***  ---` Where the first - is flashing	Phone has lost its link to the call server.	Check your phone connection. Contact your system administrator.
`Call not allowed` User will also hear fast busy tone.	The user does not have the correct call permissions to make the call. .	Check your call permissions. See “Permissions” on page 91. Contact your system administrator.
`Busy` User will hear a busy tone.	The device called is busy on a different call	Try the call again at a later time.
`Invalid Extension`	The extension dialed is not valid.	Check the number and dial the correct extension.
`Subscriber Unavailable` User will hear a busy tone.	The person being called is logged out and has not set up call coverage	Try the call at a later time.
`Device Offline` User will hear a busy tone.	The device at the extension dialed does not currently have a connection.	Try the call again at a later time. If the problem persists contact your system administrator.
`Device Disabled` User will hear fast busy tone.	The device being called has been disabled.	Contact your system administrator.
`Call Forward Max Reached`	The maximum number of times that the call can be forwarded has been reached.	Advise caller that you are unable to forward the call.

Phone Message	Cause	Resolution
User will hear busy tone.		
`No Lines Available`	There is no Line Appearance Available.	Disconnect a call on one of your Line Appearance keys currently in use, then try again. or Program an additional Line Appearance key (see “Program memory keys” on page 93).
User will hear busy tone.		
`Invalid Feature Code`	The user has entered an incorrect feature access code.	Check the access code and try the call again.
User will hear a fast busy tone.		
`All Phones Busy`	This will normally be seen when trying to page.	Try the page again at a later time and/or contact your system administrator.
User will hear a busy tone.		
`Own Number`	User dialed the same extension number as that of the device they are dialing from.	

Glossary

Numerics

3600 HKS — The product provided by Mitel Networks Corporation to provide telephone service in a small business IP data network

A

Auto Attendant — An automated system that directs incoming calls to the appropriate extensions.

ATM — Asynchronous Transfer Mode. This is a protocol used for high speed data connections

C

CallP Server — Call Processing Server. This is a piece of software that provides much of the intelligence for the 3600 HKS system

Class of Service — an identifier that indicates a type of telephone call. Examples of Class of Service include "Emergency (911)", "Internal", and "Long Distance".

Conference Server — a device on the network used to provide conferencing services such as three way calling. This is also called the Bridge Server.

Customer — from the service provider's perspective, this is often used to mean tenant

D

DHCP — Dynamic Host Control Protocol. This allows devices on an IP network to be dynamically allocated their IP Addresses and other information

DHCP Server — the machine on an IP network which allocates IP addresses and other information to devices on the network.

Dial Plan — a set of entries, which describe what action, the system should take based on the initial digits dialed (such as external call for "9")

DSL — Digital Subscriber Loop. This is a digital connection to a subscriber (usually high speed).

DSLAM — Digital Subscriber Loop Access Multiplexor. This is the device that multiplexes a set of DSL lines together.

F

FTP — File Transfer Protocol. This is a protocol to allow transfer of files (such as the software loads for IP phones) over a network.

G

Gateway the device connecting the IP LAN to the public telephone network. The gateway contains slots that contain ports that connect to the public telephone network over PRI groups.

H

HTML Hyper Text Markup Language. This is a system of tagging documents with context information allowing them to be displayed by web browsers.

HTTP Hyper Text Transfer Protocol. This is the protocol used to send information (usually HTML pages) over networks.

ICMP Internet Control Messaging Protocol. This is a protocol that allows the Ping command.

I

IP **Internet Protocol**. This is a simple data networking protocol used in the World Wide Web and many private data networks.

IP Address A set of 4 numbers that uniquely identify a device on an IP network. In order for a device to communicate on an IP network, it must have an IP address. The address is of the form xxx.xxx.xxx.xxx where xxx is a number in the range 0-255

IP Address Mask A set of 4 numbers associated with an IP Address used to determine the size of the subnetwork in which the device can communicate. The mask is in the form xxx.xxx.xxx.xxx where xxx is a number in the range 0255. When the mask is expressed in binary, the number of 0's at the end of the mask indicate how large the subnetwork is the more 0's, the larger the subnetwork

L

LAN Local Area Network. This refers to the part of the IP network that connects the tenant's phones and PCs locally.

M

media server a device used to store and play auto attendant greetings, announcements and prompts for users of the 3600 HKS system.

MIB Management Information Base. This is a logical database made up of configuration, status and statistical information. It is transmitted using the SNMP protocol.

N

NMS Network Management System (or Station). This is a system used to remotely monitor all components of a network. The most common protocol used by an NMS to communicate with its network components is SNMP.

NOC Network Operations Center. This is typically a location where the service provider's NMS is running.

NPA Numbering Plan Area. This is a 3 digit code also known as the Area Code

P

PRI Primary Rate ISDN. This is a service that provides 23 digital voice channels plus 1 signaling channel on a standard T1 interface in a telephone network.

PRI Group a grouping of PRI channels used for routing information.

Product DHCP Server The DHCP Server provided as part of the 3600 HKS product

PSAP Public Safety Answering Point A facility equipped and staffed to receive 911 calls

PSTN Public Switched Telephone Network.

PVC Private Virtual Circuit. This is a reserved part of an ATM connection.

R

RFC Request For Comments. This is actually used to describe specifications for protocols and computer industry related issues that are now considered standard. For example, the standard definition of SNMP is referred to as RFC1157

Route A logical entity used to describe the type of calls based on dial plan (such as Internal, Long Distance, etc)

Route Entry an entity that describes to which PRI group a call should be routed

RTCP Real Time Control Protocol.

RTP Real Time Protocol. This is a protocol used for sending messages to and from the IP Telephones.

S

Slot (on a gateway) a single interface on a gateway. The slot contains ports that connect to PRI groups.

SMDI Simplified Message Desk Interface. This is a protocol used to communicate with a voice mail system.

SMDI Port a number indicating a characteristic of IP messages for the voice mail system.

SME Small and Medium Business Enterprises

SMTP Simple Mail Transfer Protocol. This is a protocol for sending e mail messages.

SNMP Simple Network Management Protocol

T

T1 A standard North American physical wiring interface which provides twenty four 64 kilobit/second channels for telephone calls.

TCP Transmission Control Protocol. This is a layer added onto the IP protocol (shown as TCP/IP) to provide reliable communication.

telco Telephone Company. This is a company that purchases the 3600 HKS solution and sells voice over IP telephone service to tenants

tenant a customer of the service provider

tenant administrator a user id that has the access rights required to perform administrative functions for a given tenant.

TFTP Trivial File Transfer Protocol. This is the protocol used by the 3600 HKS TFTP Server that sends the software load files to IP phones.

U

UBR Unspecified Bit Rate. This is a characteristic of a PVC in an ATM connection. In the 3600 HKS system, it would be used for PC data traffic.

UDP User Datagram Protocol. This is a layer added onto the IP protocol (shown as UDP/IP) to provide a simple way to deliver information.

URL Universal Resource Locator This is typically a web page such as http://www.mitel.com

User an individual with access to the web interface of the 3600 HKS product. A user has an associated user id and password/PIN number. From the perspective of a tenant, a user also has an associated telephone extension

V

VBR rt — Variable Bit Rate Real Time. This is a characteristic of a PVC in an ATM connection. In the 3600 HKS system, it would be used for telephony traffic

VCI — Virtual Circuit Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

VPI — Virtual Path Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

Voice Mail system — a device used for storage and retrieval of subscriber's voice mail.

W

WAN — Wide Area Network. This refers to the part of the network that connects the service provider to its tenants

Z

Zone — A logical entity that associates sites with dial plans and CallP servers. Zones contain route entries that determine the physical routing of outgoing calls from the system.

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